

2003 Occupational



Santa Clara County

Outlook Report

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A Product of:

The California Cooperative Occupational
Information System (CCOIS)
(www.calmis.ca.gov)

Sponsored by:

NOVA
(www.novaworks.org)

The California Employment Development
Department (EDD)
(www.edd.ca.gov)

The California Career Resource Network
(CalCRN)
(www.californiacareers.info)

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Overview

The Santa Clara Occupational Outlook Report (OOR) is produced as part of a state-wide project called the California Cooperative Occupational Information System (CCOIS). The program is a cooperative effort between NOVA and the State of California Employment Development Department (EDD), Labor Market Information Division (LMID). It is an annual study conducted to improve the match between the labor needs of employers and the skills of job seekers by providing current, localized occupational information. Funding for this study is provided by EDD and NOVA.

NOVA

For 20 years, NOVA (www.novaworks.org) has built opportunities for workforce development in Silicon Valley. As a primary administrator of local employment and training funds, and an organization established to coordinate private and public efforts in that area, NOVA is in an ideal position to act as the coordinator of the local portion of the California Cooperative Occupational Information System.

NOVA was created under the Federal Job Training Partnership Act, which was replaced in 1998 by the Workforce Investment Act (WIA). The NOVA Workforce Board, representing a substantial mix of companies, organizations, and communities in Silicon Valley, directs NOVA in offering a wide range of services to both job seekers and businesses.

The services provided by NOVA benefit both businesses and job seekers. Businesses can receive assistance with their hiring, retraining or outplacement needs through the CONNECT! Business Service Center. CONNECT! is a collaborative of about 30 partner agencies, including NOVA, that expands access to workforce services and provides all clients with a seamless one-stop system. Job seekers may receive vocational testing and counseling as well as assistance in obtaining the competitive skills necessary to enter the workforce at the CONNECT! Job Seeker Center. NOVA services go well beyond WIA and include such things as special projects for employee retraining, veterans, youth, and other new entrants to the workforce. The NOVA

Workforce Publications unit, in addition to completing the yearly CCOIS project, also completes a variety of industry-specific reports and special research projects as determined by funding and the Board.

Labor Market Information Division (LMID)

The CCOIS project is administered by LMID to encourage state and local cooperation in gathering, analyzing and distributing occupational information. LMID has access to an extensive state database from which to provide information and projections concerning local labor market conditions. LMID's expertise, technical assistance and database have all been made available to NOVA and, through this publication, are now being made available to you. The Project Methodology section describes the various tasks of NOVA and LMID in the survey process.

Uses of the Data

The data in this publication has been gathered, analyzed, and is distributed with the intention of being used by a variety of organizations and individuals for many different purposes. Some of the most important uses are listed below.

Career Decisions: The Occupational Tables have been specifically designed for use by career counselors and job seekers to provide easy-to-read local information on 25 occupations. The localized information includes employer requirements and preferences, wages, and labor supply and demand. It may help career counselors and job seekers make informed occupational choices based on skills, abilities, interests, education, and personal needs. In the "Description of Occupational Outlook Tables," each section of the table is defined. It is hoped that this format will make it easier for career counselors to use this data effectively when working with clients.

Placement and Job Development: When job counselors and job developers are looking for appropriate placements for clients, the Occupational Outlook Tables can be of help. Supply and demand information is provided to assist job seekers in making a decision as to whether a particular occupation is appropriate for their skills, abilities, education, and needs. The

Introduction

information may help the counselor and job seeker assess the job market and become more aware of the job skills which Santa Clara County employers rate as important for entry into the occupation. The information provided under the title "Where the Jobs Are" can guide the job seeker toward industries which are the largest sources of employment for that occupation.

Vocational Program Planning: The report provides local planners and administrators with employment data including occupational size and expected growth rates. Program planners can use this data to evaluate, improve, and eliminate programs, or to plan new programs. The Occupational Tables provide local planners with supply and demand, occupational size, and expected growth rate information. This section summarizes data collected from state tax records as well as a federal occupational survey and information collected directly from local employers. Multi-source information makes it possible to make more confident judgments concerning the suitability of occupations for training.

Economic Development: Local government agencies and economic development organizations will find information on the labor pool, such as occupational size, expected growth rates, and wages, which is useful in determining the potential for business growth and development in the Santa Clara County labor market area. Information on supply and demand, occupational size, growth rates, and wages and benefits can be used in establishing the suitability of Santa Clara County for specific types of business growth and development.

Curriculum Design and Program Marketing: Training providers can assess and update their curriculum based on current employer needs and projected trends as indicated in this report. They can also effectively market their programs by informing students, employers, and others that the chances for job placements are much greater because their programs are developed using reliable local information.

Human Resource Management: Both small business owners and large corporate human resource directors can use this report to determine competitive wages and benefits, improve their recruitment methods, and assess the availability of qualified workers for business relocation or expansion purposes.

It is hoped that this publication will meet the needs of its users. If you have any suggestions for improvement, please contact the **NOVA Workforce Publications Team at (408) 730-7232 or email publications@novaworks.org**

Labor Market Information Division developed Projections specifically for Santa Clara County. These tables provide 2001 employment information by occupation, projected over a seven-year growth period. Separation figures and occupational distribution by industry are also provided.

These tables contain information on over 400 occupations. They are generated using state unemployment insurance records of Santa Clara County businesses as well as the federally financed Occupational Employment Statistics (OES) survey of occupational distribution. Each occupation is identified according to North American Industrial Classification System (NAICS) titles. The tables are an invaluable addition to the in-depth information provided in the OOR.

Occupational Selection Criteria

NOVA applied the following criteria to narrow the list of possible survey occupations to 25:

- The occupation must have a substantial employment base in the county;
- There must be a substantial number of projected job openings in the county;
- There appears to be present and future occupational growth;
- There appears to be a substantial potential for earning capacity;
- The training time required for the occupation must be two years or less, allowing for some exceptions based on the strength of the other criteria;
- The skills requirements are impacted by some fluctuation in the labor market or emerging technology.

Survey Sample Selection

A preliminary list of occupations was developed. This list was reviewed by representatives from community-based vocational training programs, educa-

tional institutions, organized labor, economic development organizations, and the Workforce Board. From the input of these organizations, some occupations were eliminated and others added. A final list of occupations was then selected. Based on the final sample, LMID developed an employer sample for each occupation. When drawing up the employer sample, the pattern of distribution of industries was considered. Industries are classified by the NAICS. There are nine major industry groups, including:

- Agriculture, forestry, and fishing
- Mining
- Construction
- Manufacturing
- Transportation, communications, electric, gas, and sanitary services
- Wholesale trade
- Retail trade
- Finance, insurance, and real estate
- Public administration

LMID staff, using detailed databases on employers and occupational staffing within industries, chose a representative sample of employers for each of the occupations. For example, a medical assistant would generally work for a firm classified in the health services category, whereas a word processor may be scattered across several industries —health services, retail trade, manufacturing, etc. This was considered for each occupation when establishing the sample of employers that would be contacted. If 20 percent of Santa Clara County workers in an occupation were found in a specific industry, then 20 percent of the sample was drawn from that industry.

The sample was carefully reviewed, and employers were called to verify company name and address, confirm the existence of the occupation at the company, and obtain the name of a contact person. Employers were added to the sample or deleted as appropriate. The final sample included up to 40 employers for each occupation.

Methodology

Questionnaire Development

The same questions were asked for each of the 25 occupations (see Appendix F for a sample). Since the standard questionnaire did not contain a skills question, NOVA obtained that information from O*NET and CCOIS.

O*NET, the Occupational Information Network, is a comprehensive database of worker attributes and job characteristics. As the replacement for the Dictionary of Occupational Titles (DOT), O*NET serves as the nation's primary source of occupational information.

This accessible resource supports public and private sector efforts to identify and develop the skills of the American workforce. It provides a common language for defining and describing occupations. Its flexible design also enables it to rapidly adapt to changing job requirements. In addition, it offers the essential foundation for facilitating career counseling, education, employment, and training activities. The database contains information about knowledge, skills, abilities, interests, general work activities, and work context. O*NET data and structure will also link related occupational, educational, and labor market information databases to the system.

Data Collection

Employers were contacted by phone and were given the opportunity to respond to the questionnaire at that time, or to return it by FAX or mail. Data collection began in June 2003 and was completed in November 2003. Additional employers were added to the original sample as necessary to ensure meeting a 50% response rate and to survey 40% of the sample's projected employment size.

All surveys were reviewed for accuracy of the data, and employers were re-contacted if answers were missing, unclear or conflicted with other data. In addition to contacting employers, NOVA staff, when necessary, contacted labor unions, employment agencies, and training providers to learn more about a specific occupation.

Tabulation: The survey responses were entered into a database and tabulations were prepared. From these tabulations, the data was analyzed and the final occupational summary reports were prepared by NOVA staff. Each occupational table provides information on training and hiring require-

ments, size of the occupation and expected growth rate, supply and demand assessment, major employment sources, and other information. Specific employer information is confidential and cannot be released.

Disclaimers

The wages included in this report are those paid by the employers participating in the survey for employees at three levels of experience. The report does not include extreme wages.

Please note that percentages may not add up to 100 in the Occupational Tables due to rounding.

The Employment Development Department (EDD) does not endorse the schools listed in the California Training and Education Providers (CTEP) Directory. Please note that training programs may change frequently and we recommend contacting the schools to verify the information listed in the profile.

Overview

The Occupational Tables (pages 1-52) present a summary of the project's findings by occupation. A separate table is presented for each of the 25 occupations for which surveys were completed. Major sections of each table include:

- Occupational Title and SOC Code
Occupational Definition
- Wages & Benefits
 - Wages
 - Benefits
 - Hours Worked
 - Shifts
- Employer Requirements
 - Education
 - Training & Experience
 - Skills, legally mandated requirements, and other requirements
- Projections
 - Forecast Levels
 - Employment Levels
 - Past 12 months
 - Next 24 months
- Supply & Demand
 - Difficulty in Finding Applicants
 - Recruitment Methods
 - Turnover
- Where the Jobs Are
- Size of Occupation
 - Range
 - Gender

The following is a brief description of each section of the tables, definitions of terms relevant to the specific sections, and suggestions concerning how the information can be used effectively.

Occupations are listed alphabetically by their SOC titles.

Wages & Benefits

Wages

Wage data serves as a guide for comparing salaries of one occupation to those of another. The information helps ascertain the exact calculated salary ranges and median wages for each occupation. Where applicable, this information is provided for both union and non-union employees. All wages reflect responses given by employers surveyed.

Please note that this data is not meant to represent official prevailing wages and should be used (if at all) with caution for wage and salary administration. Wages are reported for three occupational levels as follows:

- **New Hires** – Wages generally paid to persons trained or qualified but with little or no paid experience in the occupation.
- **New Hires Who Are Experienced** – Starting wage generally paid to journey-level or experienced persons who are just starting at the firm.
- **Experienced Employees (3 or more years with the firm)** – Wages generally paid to individuals with three years or more experience at the firm in that occupation.

Note: Wages are shown to the nearest cent, but they should not be interpreted as an indication of precision.

Benefits

The benefits section identifies what percentage of the employers surveyed offer benefits to employees (both full-time and part-time where applicable) in the occupation. This section also indicates who pays for the benefits (e.g. employer pays all, employee pays all or both share the cost).

Hours Worked

This section identifies typical working hours of employees in the occupation. More specifically, it shows how many hours per week an employee works on average.

Shifts Worked

This section identifies what shift the employees work in a given occupation (day, swing or graveyard).

Description of Occupational Tables

Employer Requirements

Education

This section identifies the minimum level of formal education that firms require when hiring a candidate into the specific occupation. While minimum educational requirements have been shown as employers expressed them, these educational requirements are not always essential for the performance of job duties. Because the lack of education will create a barrier with some employers, employer's educational statements have been included in this report.

Training & Experience

Training: Generally refers to training as provided by Regional Occupational Programs, adult education, private vocational schools, state approved apprenticeship programs and community college training programs. Some occupations have legal or voluntary licensing, registration, or certification requirements which stipulate training or proficiency tests. Details are provided where applicable.

It should be noted that just meeting employer requirements may not be sufficient for employment. Often, the difference between obtaining employment for an inexperienced person is completion of the preferred levels of education and training. This is particularly true in occupations where supply exceeds demand and the inexperienced are competing with the experienced.

Experience: The type and amount of experience required by employers and areas in which employers look for experience is noted in this section. If training is an acceptable substitute for work experience, that is also noted.

This section provides a good indication of the degree of competition for jobs in the occupation. The more experience an employer requires, the stronger the competition and the harder it will be to enter the occupation with the proper qualifications but no experience.

Skills & Other Requirements

This section provides a summary of employer requirements and preferences in relation to the occupation. It is divided into three categories: Skills, Related Occupations, and Tasks. Refer to the Project Methodology: Questionnaire Development for skills source information.

Note: With the passage of the Americans With Disabilities Act in 1990, employers must determine the "essential functions" of a position. The designation of a skill as "very important" or "important" is based upon employer preference. These terms are in no way meant to determine which skills are "essential functions" of the position. Employers will have to make that designation for each occupation at their firm. It is also important to note that although employers report their preferences as to physical skills, the Act also states that "reasonable accommodation" must be made for applicants and employees who have a disability. For more information about the Americans With Disabilities Act, contact NOVA at (408) 730-7232.

Projections

This is a relative term relating to the rate of growth projected for the occupation from 2001–2008 in Santa Clara County. Provided by EDD/LMID, these projections are evaluated against data collected from employers, and from trade associations, schools and industry analysis to provide a reasonable estimate of growth potential.

Projections are generally the numbers that are most relied upon to provide an indication of whether an occupation is expected to have high demand for new employment. Although it is a good starting point, other factors, such as separations included in some LMID tables, should be considered in attempting to determine the availability of job opportunities in an occupation.

The average projected growth for Santa Clara County is 7.6% during the seven year period of 2001–2008. Ranges have been established around the 7.6% average as follows:

- | | |
|----------------------------|-------------------------|
| • Much Faster than Average | = 11.4% and above |
| • Faster than Average | = 8.4% – 11.3% |
| • Average | = 6.8% – 8.3% |
| • Slower than Average | = 0.8% – 6.7% |
| • Remain Stable | = no significant change |
| • Decline | = negative percentage |

Growth data can help determine if an occupation is likely to provide increasing or decreasing job opportunities in the future. Even in growing occupations however, the supply of qualified people could exceed

the demand for a variety of reasons, including small occupational size, large numbers of people who already meet the occupational requirements, and/or large numbers of people being trained for that occupation.

Employment Levels

Past 12 Months

Next 24 Months

This chart reports how employers responded when asked whether employment in an occupation declined, remained stable, or grew during the last 12 months. Employers also responded as to whether they expect employment in an occupation to decline, remain stable or grow over the next 24 months.

Note: Please note that the sum of rows may not equal 100 percent due to rounding.

Supply & Demand

Difficulty in Finding Applicants

Information in this section reports the level of difficulty employers have finding both inexperienced as well as fully experienced and qualified applicants. The terms used to describe the levels of difficulty employers have finding candidates are as follows:

Not Difficult—Supply of qualified applicants is considerably greater than demand, creating a very competitive job market for applicants.

Moderately Difficult—Demand is somewhat greater than the supply of qualified applicants. Employers may have some difficulty finding qualified applicants. Qualified applicants encounter little competition in their job search.

Very Difficult—Demand is considerably greater than supply of qualified applicants. Employers often cannot find qualified applicants when an opening exists. Qualified applicants encounter no competition in their job search.

Overall, this section provides the best current indication on the degree of ease or difficulty for a job seeker to obtain employment in the occupation. The information is not absolute, and it can change over time, but it provides a good tool in selecting an occupation for employment in the immediate future. Other factors, such as size of the occupation, projected growth, and separations (discussed in

employment trends), should also be taken into consideration when deciding on the suitability of an occupation. In most cases, the most desirable occupations requiring the least training will be difficult to enter. Occupations that are easy to enter may have elements that are not attractive to the job seeker. Sometimes starting in an occupation considered less desirable will provide the job seeker with the experience required to enter a more desirable occupation at a later time.

Recruitment Methods

This section lists the top recruiting methods the surveyed employers use when recruiting for the occupations.

Turnover

A comparison of the total number of employees in the occupation to vacancies filled resulting from promotions and employees leaving the firm in the past 12 months. For most occupations, more openings are the result of workers leaving the labor force (attrition) or changing occupations than of industry growth. Replacement openings are most numerous in occupations with relatively low training. The formula used to calculate annual turnover percentage is as follows:

# of promotions	+	# of employees leaving firm
<hr/>		
total # of employees in occupation	-	# of new positions

Where The Jobs Are

This section provides a list of types of industries which are the largest sources of employment for the occupation in Santa Clara County. The titles are from the Standard Industrial Classification system, as used in the 2001–2008 Occupational Forecast Tables (Appendix D). This information is helpful to job seekers and job developers by identifying industries most likely to provide employment in the occupation. It is often recommended that job seekers contact employers within major employing industries in order to get more specific information for career planning.

Description of Occupational Tables

Size of Occupation

Range

This is a relative term assigned to the number of people employed in the occupation as reported in "Annual Average 2001" from LMID. The designation is different for each county and is based on the size of the work force in the county.

The range categories for Santa Clara County are converted to the relative terms based on the following table:

- Small = 1,524 or less
- Medium = 1,525 – 3,049
- Large = 3,050 – 6,607
- Very Large = 6,608 or more

The size of the occupation is important because it influences the availability of jobs. For instance, an occupation that is growing very slowly but is also very large could still be a good source of employment. Conversely, an occupation that is growing rapidly but is small in size may not provide good job opportunities at this time for significant numbers of people.

Gender

This section gives a percent breakdown of gender distribution in the particular occupation. It is stated as a percentage of the employees represented.

Training Providers

Appendix B provides a list of the Training Providers for each occupation.

Appendix C lists the Training Providers in alphabetical order with detailed information on the address and phone number. Appendix B can be used as a cross reference with Appendix A.

occupational

tables

Bill and Account Collectors

SOC 43-3011

Locate and notify customers of delinquent accounts by mail, telephone, or personal visit to solicit payment. Duties include receiving payment and posting amount to customer's account; preparing statements to credit department if customer fails to respond; initiating repossession proceedings or service disconnection; keeping records of collection and status of accounts.

15 firms responded

wages & benefits



wages

New hires,
no experience

New hires,
experienced

3 years with firm,
experienced

Non-Union

	Low	High	Median
New hires, no experience	\$10.00	\$15.00	\$10.00
New hires, experienced	\$11.00	\$19.18	\$14.98
3 years with firm, experienced	\$12.50	\$23.97	\$17.50

Wages are shown to the nearest cent, but they should not be interpreted as an indication of precision.



benefits

	Employer Pays f/t	Shared Cost f/t	Employee Pays All f/t
Medical	40%	60%	0%
Dental	33%	60%	0%
Vision	27%	47%	0%
Life	47%	27%	0%
Sick Leave	87%	0%	0%
Vacation	100%	0%	0%
Retirement	13%	73%	0%
Child Care	13%	0%	0%
Other	0%	0%	0%



hours worked per week (avg.)

Full Time

41
Hrs.

work shifts



Day
100%

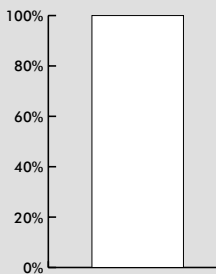


Swing
20%

employer requirements



education



- ☒ 0% Less Than High School Diploma
- ☐ 100% High School Diploma or Equivalent
- ☒ 0% Associate Degree (2yr)
- ☒ 0% Bachelor Degree (4yr)
- ☒ 0% Graduate Study



training & experience

	Yes	No	Not Required but Preferred
Previous experience required	40%	27%	33%
Previous experience required: 16 mos. on average			
Training as a substitute for experience	45%	55%	0%
3 mos. of training on average can be substituted for experience.			

skills & other requirements



skills

Speaking
Active Listening
Social Perceptiveness
Writing
Persuasion
Reading
Comprehension

computer skills

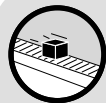
Word Processing
Spreadsheet
Database
Peachtree
Act

related occupations

13-1023.00	Purchasing Agents, Except Wholesale, Retail, and Farm Products
13-1031.02	Insurance Adjusters, Examiners, and Investigators
13-1041.02	Licensing Examiners and Inspectors
43-4041.02	Credit Checkers
43-4051.01	Adjustment Clerks

tasks

- Mails form letters to customers to encourage payment of delinquent accounts.
- Persuades customer to pay amount due on credit account, damage claim, or nonpayable check, or negotiates extension of credit.
- Notifies credit department, order merchandise repossession or service disconnection, or turns over account to attorney if customer fails to respond.
- Receives payments and posts amount paid to customer account, using computer or paper records.
- Records information about financial status of customer and status of collection efforts.
- Confers with customer by telephone or in person to determine reason for overdue payment and review terms of sales, service, or credit contract.
- Traces delinquent customer to new address by inquiring at post office or questioning neighbors.
- Drives vehicle to visit customer, return merchandise to creditor, or deliver bills.



supply & demand

(difficulty in finding applicants)

Not Difficult	Moderately Difficult	Very Difficult
------------------	-------------------------	-------------------

Fully experienced
& qualified

X

Inexperienced

X

Turnover = 31.5%
(Annual percentage rate of job turnover)



recruitment methods

73%	Employee Referrals
60%	Internet
60%	Newspaper Ads
33%	Walk-In Applicants
20%	Other = Job Fairs, Signs
13%	Private Employment Agencies
7%	In-House Promotion or Transfer



size of occupation

Size as of 2001 = 1,730
(medium)



gender

M = 17%
F = 83%



projections

The projected growth for the period of 2001–2008 for **Bill and Account Collectors** is 11.6% (much faster than average).



where the jobs are

- Accounting, Auditing, and Bookkeeping
- Computer and Data Processing Services
- Credit Reporting and Collection
- Credit Unions
- Electrical Goods
- Hospitals
- Offices of Physicians
- Personal Credit Institutions
- Professional and Commercial Equipment
- Radio, Television, and Computer Stores



employment levels

Actual and projected growth as stated by employers surveyed.

During the
last 12
months

Decline	Remain Stable	Grow
0%	87%	13%

Projected over
the next
24 months

Decline	Remain Stable	Grow
0%	100%	0%

Please refer to appendices B & C to locate training providers for this occupation in Santa Clara County.

Bus and Truck Mechanics and Diesel Engine Specialists

SOC 49-3031

Diagnose, adjust, repair, or overhaul trucks, buses, and all types of diesel engines. Includes mechanics working primarily with automobile diesel engines.
16 firms responded

wages & benefits



wages

New hires,
no experience

New hires,
experienced

3 years with firm,
experienced

Union & Non-Union

	Low	High	Median
New hires, no experience	\$11.50	\$17.00	\$13.50
New hires, experienced	\$15.00	\$25.00	\$19.00
3 years with firm, experienced	\$19.00	\$30.00	\$27.50

Wages are shown to the nearest cent, but they should not be interpreted as an indication of precision.



benefits

	Employer Pays f/t	Shared Cost f/t	Employee Pays All f/t
Medical	44%	56%	0%
Dental	38%	56%	0%
Vision	38%	44%	0%
Life	44%	13%	13%
Sick Leave	100%	0%	0%
Vacation	100%	0%	0%
Retirement	0%	63%	19%
Child Care	0%	0%	0%
Other*	100%	0%	0%

*profit sharing



hours worked per week (avg.)

Full Time



work shifts

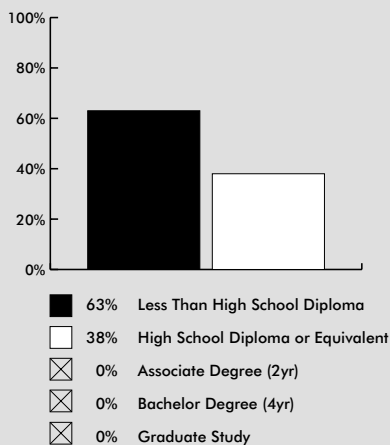


Day
100%

employer requirements



education



training & experience

	Yes	No	Not Required but Preferred
Previous experience required	69%	0%	31%
Previous experience required: 19 mos. on average			
Training as a substitute for experience	6%	94%	0%
3 mos. of training on average can be substituted for experience.			

Bus and Truck Mechanics and Diesel Engine Specialists

skills & other requirements



skills

Repairing Equipment
Maintenance
Troubleshooting
Equipment Selection
Installation
Quality Control
Analysis
Operation and Control
Operation Monitoring

related occupations

49-2092.06 Hand and Portable Power Tool Repairers
49-3042.00 Mobile Heavy Equipment Mechanics, Except Engines
49-3051.00 Motorboat Mechanics
49-3052.00 Motorcycle Mechanics
49-3053.00 Outdoor Power Equipment and Other Small Engine Mechanics

tasks

- Inspects defective equipment and diagnoses malfunctions, using test instruments, such as motor analyzers, chassis charts, and pressure gauges.
- Inspects and verifies dimensions and clearances of parts to ensure conformance to factory specifications.

- Inspects, repairs, and maintains automotive and mechanical equipment and machinery, such as pumps and compressors.
- Disassembles and overhauls internal combustion engines, pumps, generators, transmissions, clutches, and rear ends.
- Reconditions and replaces parts, pistons, bearings, gears, and valves.
- Reads job orders and observes and listens to operating equipment to ensure conformance to specifications or to determine malfunctions.
- Attaches test instruments to equipment and reads dials and gauges to diagnose malfunctions.
- Adjusts brakes, aligns wheels, tightens bolts and screws, and reassembles equipment.
- Changes oil, checks batteries, repairs tires and tubes, and lubricates equipment and machinery.
- Operates valve-grinding machine to grind and reset valves.



supply & demand

(difficulty in finding applicants)

	Not Difficult	Moderately Difficult	Very Difficult
Fully experienced & qualified		X	
Inexperienced			X

Fully experienced & qualified

Inexperienced

Turnover - 17.1%

(Annual percentage rate of job turnover)



recruitment methods

75% Employee Referrals
69% Newspaper Ads
38% Walk-In Applicants
25% Internet
13% Other = Signs
6% Employment Development Department
6% Union Hall Referrals



where the jobs are

- Automotive Rentals, No Drivers
- Elementary and Secondary Schools
- Local Government, Except Hospitals and Education
- Sanitary Services
- Trucking and Courier Services, Except by Air



size of occupation

Size as of 2001 = 1,320
(small)



gender

M = 100%
F = 0%



projections

The projected growth for the period of 2001-2008 for **Bus and Truck Mechanics and Diesel Engine Specialists** is -0.8% (decline).



employment levels

Actual and projected growth as stated by employers surveyed.

During the last 12 months

Decline	Remain Stable	Grow
6%	56%	38%

Projected over the next 24 months

Decline	Remain Stable	Grow
0%	69%	31%

Please refer to appendices B & C to locate training providers for this occupation in Santa Clara County.

Carpenters

SOC 47-2031

Construct, erect, install, or repair structures and fixtures made of wood, such as concrete forms; building frameworks, including partitions, joists, studding, and rafters; wood stairways, window and door frames, and hardwood floors. May also install cabinets, siding, drywall and batt or roll insulation. Includes brattice builders who build doors or brattices (ventilation walls or partitions) in underground passageways to control the proper circulation of air through the passageways and to the working places.

15 firms responded

wages & benefits



wages

	Union			Non-Union		
	Low	High	Median	Low	High	Median
New hires, no experience	\$10.00	\$22.85	\$16.43	\$8.00	\$9.00	\$8.50
New hires, experienced	\$15.00	\$29.75	\$20.00	\$11.50	\$20.00	\$16.00
3 years with firm, experienced	\$20.00	\$35.00	\$30.00	\$15.00	\$35.00	\$25.00

Wages are shown to the nearest cent, but they should not be interpreted as an indication of precision.

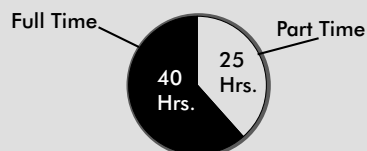


benefits

	Employer Pays f/t	Shared Cost f/t	Employee Pays All f/t
Medical	67%	13%	0%
Dental	67%	13%	0%
Vision	67%	13%	0%
Life	60%	13%	0%
Sick Leave	93%	0%	0%
Vacation	93%	0%	0%
Retirement	20%	40%	27%
Child Care	0%	0%	0%
Other	0%	0%	0%



hours worked per week (avg.)



work shifts

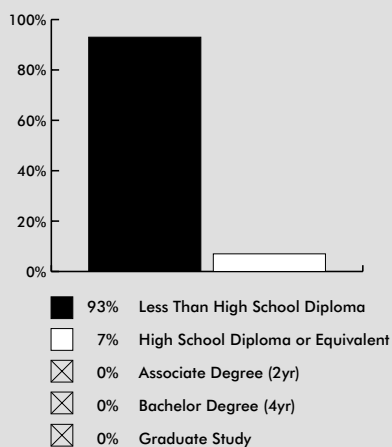


Day
100%

employer requirements



education



training & experience

	Yes	No	Not Required but Preferred
--	-----	----	----------------------------

Previous experience required	67%	0%	33%
------------------------------	-----	----	-----

Previous experience required: 16 mos. on average

Training as a substitute for experience	0%	100%	0%
---	----	------	----

0 mos. of training on average can be substituted for experience.

skills & other requirements



skills

Installation
Equipment Selection
Repairing
Reading
Comprehension
Operation and Control
Mathematics

related occupations

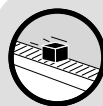
47-2021.00	Brickmasons and Blockmasons
47-2031.02	Rough Carpenters
47-2031.03	Carpenter Assemblers and Repairers
47-2031.05	Boat Builders and Shipwrights
47-2152.02	Plumbers
47-3012.00	Helpers – Carpenters

tasks

- Shapes or cuts materials to specified measurements, using hand tools, machines, or power saw.
- Assembles and fastens materials, using hand tools and wood screws, nails, dowel pins, or glue, to make framework or props.

- Builds or repairs cabinets, doors, frame-works, floors, and other wooden fixtures used in buildings, using woodworking machines, carpenter's hand tools, and power tools.
- Installs structures and fixtures, such as windows, frames, floorings, and trim, or hardware, using carpenter's hand and power tools.

- Fills cracks and other defects in plaster or plasterboard and sands patch, using patching plaster, trowel, and sanding tool.
- Finishes surfaces of woodworking or wallboard in houses and buildings, using paint, hand tools, and paneling.
- Removes damaged or defective parts or sections of structure and repairs or replaces, using hand tools.
- Measures and marks cutting lines on materials, using ruler, pencil, chalk, and marking gauge.
- Verifies trueness of structure, using plumb bob and level.
- Studies specifications in blueprints, sketches, or building plans to determine materials required and dimensions of structure to be fabricated.



supply & demand

(difficulty in finding applicants)

Fully experienced
& qualified

X

Inexperienced

X

Turnover = 12.6%

(Annual percentage rate of job turnover)



recruitment methods

73%	Employee Referrals
40%	Walk-In Applicants
33%	Newspaper Ads
33%	Union Hall Referrals
7%	Internet



where the jobs are

- Nonresidential Building Construction
- Residential Building Construction



size of occupation

Size as of 2001 = 7,060
(Very Large)



gender

M = 95%
F = 5%



employment levels

Actual and projected growth as stated by employers surveyed.

During the
last 12
months

Projected over
the next
24 months

Decline	Remain Stable	Grow
13%	53%	33%
7%	40%	53%



projections

The projected growth for the period of 2001–2008 for **Carpenters** is 8.2% (average).

Please refer to appendices B & C to locate training providers for this occupation in Santa Clara County.

Civil Engineers

SOC 17-2051

Perform engineering duties in planning, designing, and overseeing construction and maintenance of building structures, and facilities, such as roads, railroads, airports, bridges, harbors, channels, dams, irrigation projects, pipelines, power plants, water and sewage systems, and waste disposal units. Includes architectural, structural, traffic, ocean, and geo-technical engineers.

17 firms responded

wages & benefits



wages

	Union & Non-Union		
	Low	High	Median
New hires, no experience	\$12.79	\$25.41	\$20.00
New hires, experienced	\$19.18	\$35.00	\$28.77
3 years with firm, experienced	\$23.44	\$45.00	\$33.56

Wages are shown to the nearest cent, but they should not be interpreted as an indication of precision.

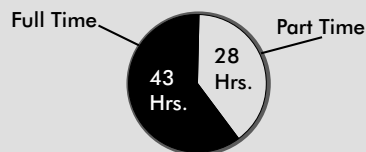


benefits

	Employer Pays f/t	Shared Cost f/t	Employee Pays All f/t
Medical	63%	31%	0%
Dental	50%	31%	0%
Vision	44%	25%	0%
Life	63%	13%	0%
Sick Leave	88%	6%	0%
Vacation	88%	6%	0%
Retirement	19%	50%	0%
Child Care	0%	0%	0%
Other	0%	0%	0%



hours worked per week (avg.)



work shifts

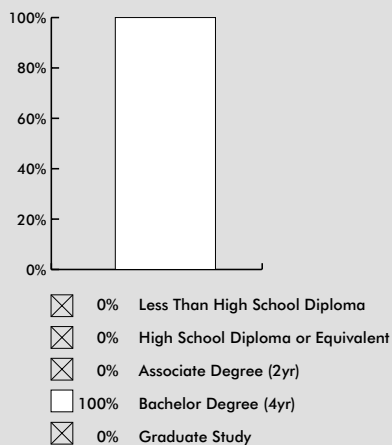


Day
100%

employer requirements



education



training & experience

	Yes	No	Not Required but Preferred
Previous experience required	71%	0%	29%
Previous experience required: 19 mos. on average			
Training as a substitute for experience	0%	100%	0%
0 mos. of training on average can be substituted for experience.			

skills & other requirements



skills

Mathematics
Reading
Comprehension
Operations Analysis
Writing
Critical Thinking
Speaking
Science

computer skills

Word Processing
Spreadsheet
Database
Auto CAD
MS Project

related occupations

17-1012.00	Landscape Architects
17-2011.00	Aerospace Engineers
17-2111.01	Industrial Safety and Health Engineers
17-2121.02	Marine Architects
17-2131.00	Materials Engineers
17-2151.00	Mining and Geological Engineers, Including Mining Safety Engineers

tasks

- Analyzes survey reports, maps, drawings, blueprints, aerial photography, and other topographical or geologic data to plan projects.
- Plans and designs transportation or hydraulic systems and structures, following construction and government standards, using design software and drawing tools.
- Estimates quantities and cost of materials, equipment, or labor to determine project feasibility.
- Directs construction, operations, and maintenance activities at project site.
- Computes load and grade requirements, water flow rates, and material stress factors to determine design specifications.
- Directs or participates in surveying to lay out installations and establish reference points, grades, and elevations to guide construction.
- Inspects project sites to monitor progress and ensure conformance to design specifications and safety or sanitation standards.
- Conducts studies of traffic patterns or environmental conditions to identify engineering problems and assess the potential impact of projects.
- Tests soils and materials to determine the adequacy and strength of foundations, concrete, asphalt, or steel.
- Provides technical advice regarding design, construction, or program modifications and structural repairs to industrial and managerial personnel.



supply & demand

(difficulty in finding applicants)

	Not Difficult	Moderately Difficult	Very Difficult
--	------------------	-------------------------	-------------------

Fully experienced
& qualified

X

Inexperienced

X

Turnover = 3.4%

(Annual percentage rate of job turnover)



recruitment methods

88%	Employee Referrals
41%	Internet
29%	Newspaper Ads
18%	Colleges/Universities
12%	Employment Development Department
12%	Private Employment Agencies
6%	Trade Journals
6%	Walk-In Applicants



where the jobs are

- Engineering and Architectural Services
- Local Government, Except Hospitals and Education



size of occupation

Size as of 2001 = 1,170
(small)



gender

M = 81%
F = 19%



projections

The projected growth for the period of 2001-2008 for **Civil Engineers** is 1.7% (slower than average).



employment levels

Actual and projected growth as stated by employers surveyed.

	Decline	Remain Stable	Grow
During the last 12 months	0%	82%	18%
Projected over the next 24 months	0%	76%	24%

Please refer to appendices B & C to locate training providers for this occupation in Santa Clara County.

Computer Programmers

SOC 15-1021

Convert project specifications and statements of problems and procedures to detailed logical flow charts for coding into computer language. Develop and write computer programs to store, locate, and retrieve specific documents, data, and information. May program web sites.

15 firms responded

wages & benefits



wages

New hires,
no experience

New hires,
experienced

3 years with firm,
experienced

Union & Non-Union

	Low	High	Median
New hires, no experience	\$16.78	\$33.66	\$25.22
New hires, experienced	\$21.58	\$37.11	\$31.96
3 years with firm, experienced	\$27.57	\$43.15	\$36.23

Wages are shown to the nearest cent, but they should not be interpreted as an indication of precision.



benefits

	Employer Pays f/t	Shared Cost f/t	Employee Pays All f/t
Medical	47%	53%	0%
Dental	47%	47%	7%
Vision	40%	40%	0%
Life	80%	13%	0%
Sick Leave	93%	7%	0%
Vacation	93%	7%	0%
Retirement	13%	53%	27%
Child Care	0%	0%	7%
Other*	100%	0%	0%

*Stock Options



hours worked per week (avg.)

Full Time

41
Hrs.

work shifts

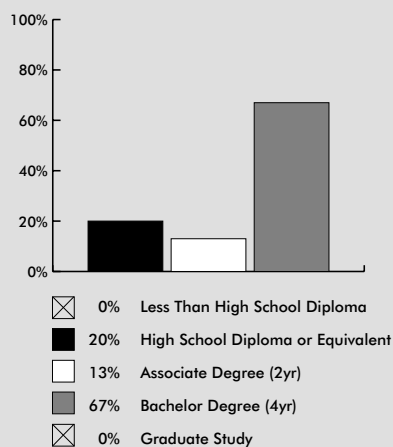


Day
100%

employer requirements



education



training & experience

	Yes	No	Not Required but Preferred
Previous experience required	87%	0%	13%
Previous experience required: 25 mos. on average			
Training as a substitute for experience	7%	93%	0%
12 mos. of training on average can be substituted for experience.			

Previous experience required: 25 mos. on average

Training as a substitute for experience

12 mos. of training on average can be substituted for experience.

skills & other requirements



skills

Programming
Writing
Reading
Comprehension
Critical Thinking
Active Listening
Active Learning
Operations Analysis
Troubleshooting
Speaking

computer skills

Word Processing
Spreadsheet
Database
Desktop Publishing
C, C++, Windows,

related occupations

11-3021.00	Computer and Information Systems Managers
15-1041.00	Computer Support Specialists
15-1051.00	Computer Systems Analysts
15-2031.00	Operations Research Analysts
25-1021.00	Computer Science Teachers, Postsecondary
43-9011.00	Computer Operators

XML, JAVA, Perl
GIS, Shell Script
Black Box Testing,
Unix, Cobalt,
Windows NT

tasks

- Analyzes, reviews, and rewrites programs, using workflow chart and diagram, applying knowledge of computer capabilities, subject matter, and symbolic logic.
- Converts detailed logical flow chart to language processible by computer.
- Resolves symbolic formulations, prepares flow charts and block diagrams, and encodes resultant equations for processing.
- Develops programs from workflow charts or diagrams, considering computer storage capacity, speed, and intended use of output data.
- Prepares or receives detailed workflow chart and diagram to illustrate sequence of steps to describe input, output, and logical operation.
- Compiles and writes documentation of program development and subsequent revisions.
- Revises or directs revision of existing programs to increase operating efficiency or adapt to new requirements.
- Consults with managerial and engineering and technical personnel to clarify program intent, identify problems, and suggest changes.
- Writes instructions to guide operating personnel during production runs. Prepares records and reports.



supply & demand

(difficulty in finding applicants)

	Not Difficult	Moderately Difficult	Very Difficult
Fully experienced & qualified	X		
Inexperienced		X	

Fully experienced
& qualified

Inexperienced

Turnover = 4.4%
(Annual percentage rate of job turnover)



recruitment methods

100%	Internet
73%	Employee Referrals
27%	Newspaper Ads
13%	Colleges/Universities
13%	Employment Development Department
7%	In-House Promotion or Transfer
7%	Private Employment Agencies



where the jobs are

- Computer and Data Processing Services
- Computer and Office Equipment
- Personnel Supply Services



size of occupation

Size as of 2001 = 13,550
(very large)



gender

M = 80%
F = 20%



projections

The projected growth for the period of 2001–2008 for **Computer Programmers** is 0.6% (remain stable).



employment levels

Actual and projected growth as stated by employers surveyed.

During the
last 12
months

Projected over
the next
24 months

Demand	Decline	Remain Stable	Grow
During the last 12 months	27%	67%	7%
Projected over the next 24 months	0%	80%	20%

Please refer to appendices B & C to locate training providers for this occupation in Santa Clara County.

Customer Service Representatives

SOC 43-4051

Interact with customers to provide information in response to inquiries about products and services and to handle and resolve complaints.

16 firms responded

wages & benefits



wages

New hires,
no experience

New hires,
experienced

3 years with firm,
experienced

Union & Non-Union

	Low	High	Median
New hires, no experience	\$7.00	\$10.00	\$7.75
New hires, experienced	\$9.00	\$23.61	\$11.00
3 years with firm, experienced	\$11.00	\$31.16	\$16.53

Wages are shown to the nearest cent, but they should not be interpreted as an indication of precision.

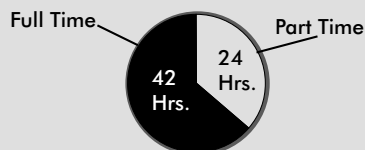


benefits

	Employer Pays f/t	Shared Cost f/t	Employee Pays All f/t
Medical	56%	38%	0%
Dental	56%	31%	0%
Vision	38%	13%	0%
Life	44%	0%	6%
Sick Leave	94%	0%	0%
Vacation	94%	0%	0%
Retirement	13%	13%	38%
Child Care	0%	0%	0%
Other	0%	0%	0%



hours worked per week (avg.)



work shifts



Day
100%

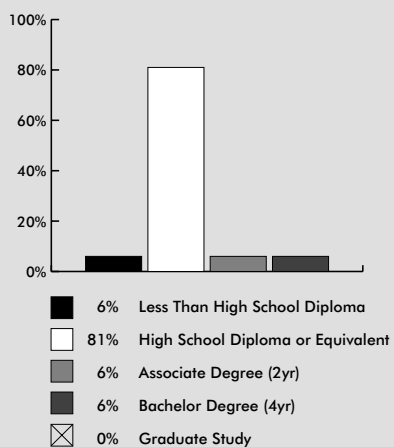


Swing
13%

employer requirements



education



training & experience

	Yes	No	Not Required but Preferred
Previous experience required	56%	13%	31%
Previous experience required: 13 mos. on average			
Training as a substitute for experience	0%	100%	0%
0 mos. of training on average can be substituted for experience.			

Customer Service Representatives

skills & other requirements



skills

Speaking
Active Listening
Service Orientation
Reading
Comprehension
Writing
Mathematics

computer skills

Word Processing
Spreadsheet
Database
Other= In-House
Inventory Management,
SAP, Peachtree,
Quick Books

related occupations

41-2021.00	Counter and Rental Clerks
41-2031.00	Retail Salespersons
43-2021.02	Central Office Operators
43-4031.03	License Clerks
43-4051.01	Adjustment Clerks
43-4061.02	Welfare Eligibility Workers and Interviewers
43-4181.01	Travel Clerks

tasks

- Confers with customer by phone or in person to receive orders for installation, turn-on, discontinuance, or change in service.
- Completes contract forms, prepares change of address records, and issues discontinuance orders, using computer.
- Resolves billing or service complaints and refers grievances to designated departments for investigation.
- Determines charges for service requested and collects deposits.
- Solicits sale of new or additional utility services.



supply & demand

(difficulty in finding applicants)

	Not Difficult	Moderately Difficult	Very Difficult
--	------------------	-------------------------	-------------------

Fully experienced
& qualified

X

Inexperienced

X

Turnover = 24.0%
(Annual percentage rate of job turnover)



recruitment methods

81%	Employee Referrals
63%	Newspaper Ads
44%	Internet
38%	Walk-In Applicants
13%	Employment Development Department



where the jobs are

- Computer and Data Processing Services
- Electrical Goods
- Electronic Components and Accessories
- Hospitals
- Insurance Agents, Brokers, and Services
- Lumber and Construction Materials
- Measuring and Controlling Devices
- Personnel Supply Services
- Professional and Commercial Equipment
- Telephone Communications



size of occupation

Size as of 2001=13,290
(very large)



gender

M = 40%
F = 60%



projections

The projected growth for the period of 2001-2008 for **Customer Service Representatives** is 10.2% (faster than average).



employment levels

Actual and projected growth as stated by employers surveyed.

	Decline	Remain Stable	Grow
During the last 12 months	6%	69%	25%
Projected over the next 24 months	0%	69%	31%

Please refer to appendices B & C to locate training providers for this occupation in Santa Clara County.

Database Administrators

SOC 15-1061

Coordinate changes to computer databases, test and implement the database applying knowledge of database management systems. May plan, coordinate, and implement security measures to safeguard computer databases.
14 firms responded

wages & benefits



wages

New hires,
no experience

New hires,
experienced

3 years with firm,
experienced

Union & Non-Union

	Low	High	Median
New hires, no experience	\$0.00	\$0.00	\$0.00
New hires, experienced	\$26.37	\$40.75	\$33.56
3 years with firm, experienced	\$31.16	\$46.88	\$40.75

Wages are shown to the nearest cent, but they should not be interpreted as an indication of precision.



benefits

	Employer Pays f/t	Shared Cost f/t	Employee Pays All f/t
Medical	64%	36%	0%
Dental	64%	36%	0%
Vision	57%	29%	0%
Life	93%	0%	0%
Sick Leave	100%	0%	0%
Vacation	100%	0%	0%
Retirement	7%	36%	50%
Child Care	0%	0%	0%
Other*	100%	0%	0%

*Stock Options



hours worked per week (avg.)

Full Time

41
Hrs.

work shifts



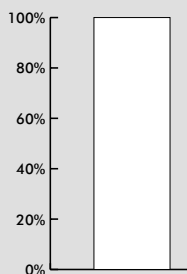
Day
100%

On-Call
7%

employer requirements



education



- ☒ 0% Less Than High School Diploma
- ☒ 0% High School Diploma or Equivalent
- ☒ 0% Associate Degree (2yr)
- ☐ 100% Bachelor Degree (4yr)
- ☒ 0% Graduate Study



training & experience

Yes No Not Required
but Preferred

Previous
experience
required

100% 0% 0%

Previous experience required: 37 mos. on average

Training as
a substitute
for experience

0% 100% 0%

0 mos. of training on average can be substituted for experience.

skills & other requirements



skills

Programming	Technology Design
Mathematics	Writing
Reading	Critical
Comprehension	Complex Problem
Operations Analysis	Solving
Instructing	Active Listening

computer skills

Word Processing	Visual basic
Spreadsheet	C, C++
Database	Sequel, Unix
Desktop	Linux
Publishing	Cobalt
XML, Perl, Shell	HTML
Script, JAVA, SQL	NT Server

related occupations

11-3021.00	Computer and Information Systems Managers
15-1021.00	Computer Programmers
15-1041.00	Computer Support Specialists
15-1051.00	Computer Systems Analysts
15-1071.01	Computer Security Specialists

tasks

- Writes logical and physical data base descriptions including location, space, access method, and security.
- Establishes and calculates optimum values for data base parameters, using manuals and calculator.
- Develops data model describing data elements and how they are used, following procedures using pen, template or computer software.
- Codes data base descriptions and specifies identifiers of data base to management system or directs others in coding descriptions.
- Tests, corrects errors, and modifies changes to programs or to data base.
- Reviews project request describing data base user needs, estimating time and cost required to accomplish project.
- Selects and enters codes to monitor data base performance and to create production data base.
- Directs programmers and analysts to make changes to data base management system.
- Reviews workflow charts developed by programmer analyst to understand tasks computer will perform, such as updating records.
- Reviews procedures in data base management system manuals for making changes to data base.



supply & demand

(difficulty in finding applicants)

Not	Moderately	Very
Difficult	Difficult	Difficult

Fully experienced
& qualified

X

Inexperienced*

*Employers surveyed do not require previous experience

Turnover = 3.4%

(Annual percentage rate of job turnover)



recruitment methods

100%	Internet
93%	Employee Referrals
36%	Private Employment Agencies
29%	Colleges/Universities
7%	Employment Development Department
7%	Newspaper Ads



where the jobs are

- Computer and Data Processing Services



size of occupation

Size as of 2001 = 3,080
(large)



gender

M = 87%
F = 13%



projections

The projected growth for the period of 2001–2008 for **Database Administrators** is 26.9% (much faster than average).



employment levels

Actual and projected growth as stated by employers surveyed.

During the
last 12
months

Decline	Remain Stable	Grow
0%	93%	7%

Projected over
the next
24 months

Decline	Remain Stable	Grow
0%	93%	7%

Please refer to appendices B & C to locate training providers for this occupation in Santa Clara County.

Electrical Engineers

SOC 17-2071

Design, develop, test, or supervise the manufacturing and installation of electrical equipment, components, or systems for commercial, industrial, military, or scientific use.

15 firms responded

wages & benefits



wages

New hires,
no experience

New hires,
experienced

3 years with firm,
experienced

Non-Union

	Low	High	Median
New hires, no experience	\$23.97	\$23.97	\$23.97
New hires, experienced	\$27.70	\$38.36	\$33.56
3 years with firm, experienced	\$29.83	\$47.95	\$40.75

Wages are shown to the nearest cent, but they should not be interpreted as an indication of precision.



benefits

	Employer Pays f/t	Shared Cost f/t	Employee Pays All f/t
Medical	53%	47%	0%
Dental	47%	53%	0%
Vision	40%	47%	7%
Life	87%	0%	0%
Sick Leave	100%	0%	0%
Vacation	100%	0%	0%
Retirement	0%	87%	13%
Child Care	0%	0%	7%
Other*	100%	0%	0%

*Stock Options



hours worked per week (avg.)

Full Time

42
Hrs.

work shifts

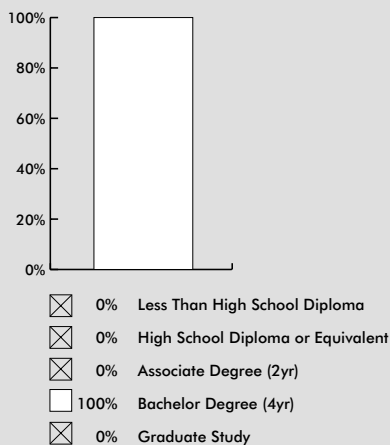


Day
100%

employer requirements



education



training & experience

	Yes	No	Not Required but Preferred
Previous experience required	93%	0%	7%
Previous experience required: 40 mos. on average			
Training as a substitute for experience	0%	100%	0%
0 mos. of training on average can be substituted for experience.			

skills & other requirements



skills

Mathematics
Science
Reading
Comprehension
Judgment and Decision
Making
Critical Thinking
Technology Design
Writing

computer skills

Word Processing
Spreadsheet
MS Project
C, C++
VHDL Tools

related occupations

11-9041.00	Engineering Managers
17-2011.00	Aerospace Engineers
17-2072.00	Electronics Engineers, Except Computer
17-2121.02	Marine Architects
17-2141.00	Mechanical Engineers
17-2151.00	Mining and Geological Engineers, Including Mining Safety Engineers

tasks

- Designs electrical instruments, equipment, facilities, components, products, and systems for commercial, industrial, and domestic purposes.
- Plans and implements research methodology and procedures to apply principles of electrical theory to engineering projects.
- Prepares and studies technical drawings, specifications of electrical systems, and topographical maps to ensure installation and operations conform to standards and customer requirements.
- Develops applications of controls, instruments, and systems for new commercial, domestic, and industrial uses.
- Directs operations and coordinates manufacturing, construction, installation, maintenance, and testing activities to ensure compliance with specifications, codes, and customer requirements.
- Plans layout of electric power generating plants and distribution lines and stations.
- Conducts field surveys and studies maps, graphs, diagrams, and other data to identify and correct power system problems.



supply & demand

(difficulty in finding applicants)

	Not Difficult	Moderately Difficult	Very Difficult
--	------------------	-------------------------	-------------------

Fully experienced
& qualified

X

Inexperienced

X

Turnover = 4.4%

(Annual percentage rate of job turnover)



recruitment methods

100%	Internet
100%	Employee Referrals
20%	Newspaper Ads
20%	Private Employment Agencies
20%	Trade Journals
7%	Colleges/Universities



size of occupation

Size as of 2001 = 8,310
(very large)



gender

M = 88%
F = 12%



projections

The projected growth for the period of 2001–2008 for **Electrical Engineers** is -1.3% (decline).



where the jobs are

- Computer and Data Processing Services
- Computer and Office Equipment
- Electronic Components and Accessories
- Engineering and Architectural Services
- Measuring and Controlling Devices
- Search and Navigation Equipment



employment levels

Actual and projected growth as stated by employers surveyed.

During the
last 12
months

Decline	Remain Stable	Grow
20%	60%	20%

Projected over
the next
24 months

Decline	Remain Stable	Grow
0%	73%	27%

Please refer to appendices B & C to locate training providers for this occupation in Santa Clara County.

Electricians

SOC 47-2111

Install, maintain, and repair electrical wiring, equipment, and fixtures. Ensure that work is in accordance with relevant codes. May install or service street lights, intercom systems, or electrical control systems.

15 firms responded

wages & benefits



wages

	Union			Non-Union		
	Low	High	Median	Low	High	Median
New hires, no experience	\$20.00	\$20.00	\$20.00	\$10.00	\$17.50	\$15.00
New hires, experienced	\$20.00	\$42.57	\$30.00	\$18.00	\$30.00	\$20.00
3 years with firm, experienced	\$34.00	\$48.96	\$40.00	\$20.00	\$47.95	\$29.00

Wages are shown to the nearest cent, but they should not be interpreted as an indication of precision.

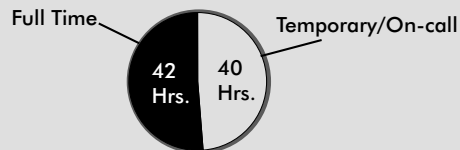


benefits

	Employer Pays f/t	Shared Cost f/t	Employee Pays All f/t
Medical	87%	0%	7%
Dental	80%	7%	7%
Vision	73%	7%	7%
Life	87%	0%	7%
Sick Leave	100%	0%	0%
Vacation	100%	0%	0%
Retirement	13%	73%	7%
Child Care	0%	0%	0%
Other	0%	0%	0%



hours worked per week (avg.)



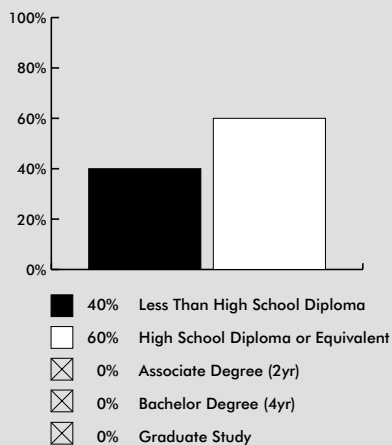
work shifts



employer requirements



education



training & experience

	Yes	No	Not Required but Preferred
Previous experience required	60%	0%	40%
Previous experience required: 17 mos. on average			
Training as a substitute for experience	7%	93%	0%
60 mos. of training on average can be substituted for experience.			

skills & other requirements



skills

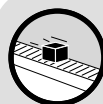
Installation
Troubleshooting
Repairing
Equipment Selection
Equipment
Maintenance
Quality Control
Analysis
Mathematics
Reading
Comprehension
Science
Critical Thinking

related occupations

17-3012.01	Electronic Drafters
17-3023.01	Electronics Engineering Technicians
49-2011.02	Data Processing Equipment Repairers
49-2091.00	Avionics Technicians
49-2094.00	Electrical and Electronics Repairers, Commercial and Industrial Equipment
51-2022.00	Electrical and Electronic Equipment Assemblers

tasks

- Installs electrical wiring, equipment, apparatus, and fixtures, using hand tools and power tools.
- Maintains and repairs or replaces wiring, equipment and fixtures, using hand tools.
- Plans layout and installation of electrical wiring, equipment and fixtures consistent with specifications and local codes.
- Inspects systems and electrical parts to detect hazards, defects, and need for adjustments or repair.
- Tests electrical systems and continuity of circuits in electrical wiring, equipment, and fixtures, using testing devices, such as ohmmeter, voltmeter, and oscilloscope.
- Diagnoses malfunctioning systems, apparatus, and components, using test equipment and hand tools.
- Readies and assembles electrical wiring, equipment and fixtures, using specifications and hand tools.
- Prepares sketches of location of wiring and equipment or follows blueprints to determine location of equipment and conformance to safety codes.
- Climbs ladder to install, maintain or repair electrical wiring, equipment and fixtures.
- Constructs and fabricates parts, using hand tools and specifications.



supply & demand

(difficulty in finding applicants)

Fully experienced
& qualified

Not Difficult	Moderately Difficult	Very Difficult
------------------	-------------------------	-------------------

Inexperienced

X

Turnover = 16.8%

(Annual percentage rate of job turnover)



recruitment methods

60%	Employee Referrals
47%	Union Hall Referrals
40%	Newspaper Ads
20%	Walk-In Applicants
7%	Employment Development Department
7%	In-House Promotion or Transfer
7%	Internet



where the jobs are

- Electrical Work



size of occupation

Size as of 2001 = 4,920
(large)



gender

M = 98%
F = 2%



projections

The projected growth for the period of 2001-2008 for **Electricians** is 10.4% (faster than average).



employment levels

Actual and projected growth as stated by employers surveyed.

During the
last 12
months

Decline	Remain Stable	Grow
47%	13%	40%

Projected over
the next
24 months

Decline	Remain Stable	Grow
0%	40%	60%

Please refer to appendices B & C to locate training providers for this occupation in Santa Clara County.

Heating, Air Conditioning, and Refrigeration Mechanics and Installers

SOC 49-9021

Install or repair heating, central air conditioning, or refrigeration systems, including oil burners, hot-air furnaces, and heating stoves.

18 firms responded

wages & benefits



wages

	Union			Non-Union		
	Low	High	Median	Low	High	Median
New hires, no experience	\$11.00	\$11.00	\$11.00	\$8.00	12.50	\$10.25
New hires, experienced	\$12.00	\$40.42	\$22.00	\$10.00	\$20.00	\$15.00
3 years with firm, experienced	\$30.00	\$45.54	\$40.00	\$15.00	\$37.50	\$25.00

Wages are shown to the nearest cent, but they should not be interpreted as an indication of precision.



benefits

	Employer Pays f/t	Shared Cost f/t	Employee Pays All f/t
Medical	89%	11%	0%
Dental	83%	17%	0%
Vision	78%	11%	0%
Life	78%	17%	0%
Sick Leave	100%	0%	0%
Vacation	100%	0%	0%
Retirement	11%	67%	6%
Child Care	0%	0%	0%
Other	0%	0%	0%



hours worked per week (avg.)

Full Time

41 Hrs.

work shifts

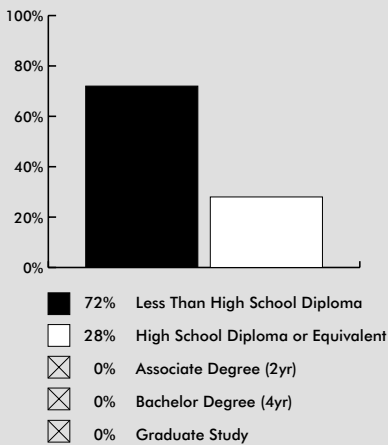


Day
100%

employer requirements



education



training & experience

	Yes	No	Not Required but Preferred
Previous experience required	83%	0%	17%
Previous experience required: 16 mos. on average			
Training as a substitute for experience	0%	100%	0%
0 mos. of training on average can be substituted for experience.			

Heating, Air Conditioning, and Refrigeration Mechanics and Installers

skills & other requirements



skills

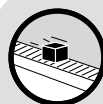
Speaking
Active Listening
Social Perceptiveness
Writing
Persuasion
Reading
Comprehension

related occupations

49-2092.01	Electric Home Appliance and Power Tool Repairers
49-2092.05	Electrical Parts Reconditioners
49-3051.00	Motorboat Mechanics
49-3052.00	Motorcycle Mechanics
49-3053.00	Outdoor Power Equipment and Other Small Engine Mechanics
49-9012.03	Meter Mechanics

tasks

- Mails form letters to customers to encourage payment of delinquent accounts.
- Persuades customer to pay amount due on credit account, damage claim, or non-payable check, or negotiates extension of credit.
- Notifies credit department, orders merchandise repossession or service disconnection, or turns over account to attorney if customer fails to respond.
- Receives payments and posts amount paid to customer account, using computer or paper records.
- Records information about financial status of customer and status of collection efforts.
- Confers with customer by telephone or in person to determine reason for overdue payment and review terms of sales, service, or credit contract.
- Traces delinquent customer to new address by inquiring at post office or questioning neighbors.
- Drives vehicle to visit customer, return merchandise to creditor, or deliver bills.



supply & demand

(difficulty in finding applicants)

	Not Difficult	Moderately Difficult	Very Difficult
--	------------------	-------------------------	-------------------

Fully experienced
& qualified

X

Inexperienced

X

Turnover = 12.6%

(Annual percentage rate of job turnover)



recruitment methods

56%	Employee Referrals
50%	Union Hall Referrals
44%	Newspaper Ads
17%	Internet
11%	Walk-In Applicants



where the jobs are

- Colleges and Universities
- Electrical Repair Shops
- Hardware, Plumbing and Heating Equipment
- Miscellaneous Repair Shops
- Plumbing, Heating, Air-Conditioning



size of occupation

Size as of 2001 = 680
(small)



gender

M = 99%
F = 1%



projections

The projected growth for the period of 2001–2008 for **Heating, Air Conditioning, Refrigeration Mechanic and Installers** is 11.8% (much faster than average).



employment levels

Actual and projected growth as stated by employers surveyed.

	Decline	Remain Stable	Grow
During the last 12 months	28%	56%	17%
Projected over the next 24 months	0%	61%	39%

Please refer to appendices B & C to locate training providers for this occupation in Santa Clara County.

Hotel, Motel, and Resort Desk Clerks

SOC 43-4081

Accommodate hotel, motel, and resort patrons by registering and assigning rooms to guests, issuing room keys, transmitting and receiving messages, keeping records of occupied rooms and guests' accounts, making and confirming reservations, and presenting statements to and collecting payments from departing guests.

18 firms responded

wages & benefits



wages

New hires,
no experience

New hires,
experienced

3 years with firm,
experienced

Union & Non-Union

	Low	High	Median
New hires, no experience	\$8.00	\$10.00	\$9.00
New hires, experienced	\$9.50	\$13.04	\$11.00
3 years with firm, experienced	\$11.00	\$14.00	\$13.00

Wages are shown to the nearest cent, but they should not be interpreted as an indication of precision.

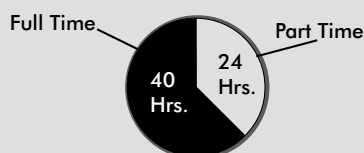


benefits

	Employer Pays f/t	Shared Cost f/t	Employee Pays All f/t
Medical	28%	72%	0%
Dental	28%	72%	0%
Vision	17%	67%	0%
Life	22%	67%	6%
Sick Leave	100%	0%	0%
Vacation	100%	0%	0%
Retirement	17%	22%	39%
Child Care	0%	0%	0%
Other* *meals	100%	0%	0%



hours worked per week (avg.)



work shifts



Day
100%



Swing
100%

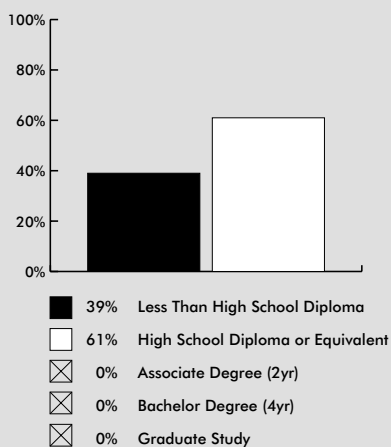


Graveyard
89%

employer requirements



education



training & experience

	Yes	No	Not Required but Preferred
Previous experience required	39%	11%	50%
Previous experience required: 8 mos. on average			
Training as a substitute for experience	0%	100%	0%
0 mos. of training on average can be substituted for experience.			

Hotel, Motel, and Resort Desk Clerks

skills & other requirements



skills

Service Orientation
Speaking
Active Listening
Mathematics
Coordination
Writing
Social Perceptiveness

computer skills

Word Processing
Spreadsheet
Desktop Publishing

related occupations

35-3022.00	Counter Attendants, Cafeteria, Food Concession, and Coffee Shop
35-3041.00	Food Servers, Nonrestaurant
39-3031.00	Ushers, Lobby Attendants, and Ticket Takers
41-2021.00	Counter and Rental Clerks
43-2021.02	Central Office Operators
43-4031.03	License Clerks

tasks

- Greets, registers, and assigns rooms to guests of hotel or motel.
- Keeps records of room availability and guests' accounts, manually or using computer.
- Computes bill, collects payment, and makes change for guests.
- Makes and confirms reservations.
- Posts charges, such as room, food, liquor, or telephone, to ledger, manually or using computer.
- Transmits and receives messages, using telephone or telephone switchboard.
- Issues room key and escort instructions to bellhop.
- Date-stamps, sorts, and racks incoming mail and messages.
- Answers inquiries pertaining to hotel services; registration of guests; and shopping, dining, entertainment, and travel directions.
- Deposits guests' valuables in hotel safe or safe-deposit box.



supply & demand

(difficulty in finding applicants)

Fully experienced
& qualified

X

Inexperienced

X

Turnover = 11.8%

(Annual percentage rate of job turnover)

Not
Difficult

Moderately
Difficult

Very
Difficult



where the jobs are

- Hotels and Motels



recruitment methods

72%	Employee Referrals	17%	Newspaper Ads
39%	Internet	11%	Colleges/Universities
39%	Walk-In Applicants	6%	Union Hall Referrals
17%	Other - Hotel Job Board, Job Fair, Job Telephone Line		



size of occupation

Size as of 2001 = 1,140
(small)



gender

M = 42%
F = 58%



projections

The projected growth for the period of 2001-2008 for **Hotel, Motel, and Resort Desk Clerks** is 21.9% (much faster than average).



employment levels

Actual and projected growth as stated by employers surveyed.

During the
last 12
months

Projected over
the next
24 months

Decline	Remain Stable	Grow
0%	89%	11%
6%	83%	11%

Please refer to appendices B & C to locate training providers for this occupation in Santa Clara County.

Janitors and Cleaners, except Maids and Housekeeping Cleaners

SOC 37-2011

Keep buildings in clean and orderly condition. Perform heavy cleaning duties, such as cleaning floors, shampooing rugs, washing walls and glass, and removing rubbish. Duties may include tending furnace and boiler, performing routine maintenance activities, notifying management of need for repairs, and cleaning snow or debris from sidewalk. 15 firms responded

wages & benefits



wages

	Union & Non-Union		
	Low	High	Median
New hires, no experience	\$7.00	\$10.00	\$7.50
New hires, experienced	\$6.90	\$13.00	\$8.25
3 years with firm, experienced	\$9.00	\$17.00	\$10.04

Wages are shown to the nearest cent, but they should not be interpreted as an indication of precision.

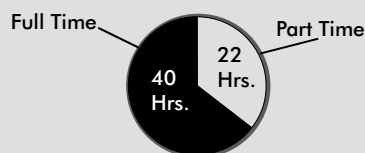


benefits

	Employer Pays f/t	Shared Cost f/t	Employee Pays All f/t
Medical	46%	38%	0%
Dental	46%	23%	0%
Vision	23%	8%	0%
Life	23%	8%	0%
Sick Leave	77%	0%	0%
Vacation	85%	0%	0%
Retirement	0%	38%	0%
Child Care	0%	0%	0%
Other	0%	0%	0%



hours worked per week (avg.)



work shifts



Day
73%



Swing
73%

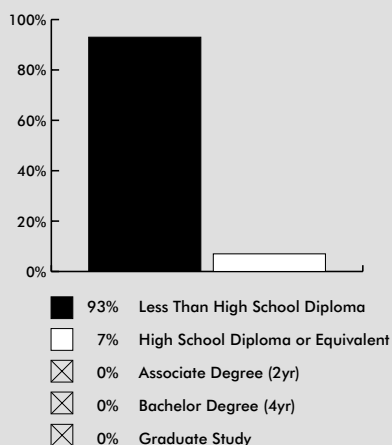


Graveyard
13%

employer requirements



education



training & experience

	Yes	No	Not Required but Preferred
Previous experience required	27%	60%	13%
Previous experience required: 10 mos. on average			
Training as a substitute for experience	17%	83%	0%
3 mos. of training on average can be substituted for experience.			

Janitors and Cleaners, Except Maids and Housekeeping Cleaners

skills & other requirements



skills

Equipment
Maintenance
Repairing
Troubleshooting

related occupations

37-3011.00 Landscaping and Groundskeeping Workers
47-3011.00 Helpers--Brickmasons, Blockmasons, Stonemasons, and Tile and Marble Setters
47-3015.00 Helpers--Pipelayers, Plumbers, Pipefitters, and Steamfitters
49-3022.00 Automotive Glass Installers and Repairers
49-9011.00 Mechanical Door Repairers
49-9045.00 Refractory Materials Repairers, Except Brickmasons



supply & demand

(difficulty in finding applicants)

	Not Difficult	Moderately Difficult	Very Difficult
Fully experienced & qualified	X		
Inexperienced		X	

Fully experienced
& qualified

Inexperienced

Turnover = 12.6%
(Annual percentage rate of job turnover)



recruitment methods

100%	Employee Referrals
80%	Walk-In Applicants
53%	Newspaper Ads
7%	Trade Journals
7%	Other - Church Groups



size of occupation

Size as of 2001 = 15,820
(very large)



gender

M = 52%
F = 48%



projections

The projected growth for the period of 2001–2008 for **Janitors and Cleaners, except Maids and Housekeeping Cleaners** is 12.1% (much faster than average).

tasks

- Sweeps, mops, scrubs, and vacuums floors of buildings, using cleaning solutions, tools and equipment.
- Cleans or polishes walls, ceilings, windows, plant equipment and building fixtures, using steam cleaning equipment, scrapers, brooms and variety of hand and power tools.
- Applies waxes or sealers to wood or concrete floors.
- Gathers and empties trash.
- Tends, cleans, adjusts and services furnaces, air conditioners, boilers and other building heating and cooling systems.
- Notifies management personnel concerning need for major repairs or additions to building operating systems.
- Removes snow from sidewalks, driveways, and parking areas, using snowplow, snowblower, and snow shovel, and spreads snow melting chemicals.
- Dusts furniture, walls, machines, and equipment.
- Services and repairs cleaning and maintenance equipment and machinery and performs minor routine painting, plumbing, electrical, and related activities.
- Cleans and restores building interiors damaged by fire, smoke, or water, using commercial cleaning equipment.



where the jobs are

- Colleges and Universities
- Elementary and Secondary Schools



employment levels

Actual and projected growth as stated by employers surveyed.

During the
last 12
months

Dedine	Remain Stable	Grow
7%	67%	27%

Projected over
the next
24 months

Dedine	Remain Stable	Grow
0%	80%	20%

Please refer to appendices B & C to locate training providers for this occupation in Santa Clara County.

Landscaping and Groundskeeping Workers

SOC 37-3011

Landscapes or maintain grounds of property using hand or power tools or equipment. Workers typically perform a variety of tasks, which may include any combination of the following: sod laying, mowing, trimming, planting, watering, fertilizing, digging, raking, sprinkler installation, and installation of mortarless segmental concrete masonry wall units. 17 firms responded

wages & benefits



wages

	Union & Non-Union		
	Low	High	Median
New hires, no experience	\$7.00	\$10.00	\$8.00
New hires, experienced	\$9.00	\$16.00	\$10.50
3 years with firm, experienced	\$11.00	\$23.50	\$15.00

Wages are shown to the nearest cent, but they should not be interpreted as an indication of precision.

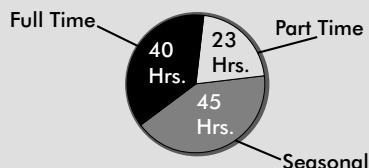


benefits

	Employer Pays f/t	Shared Cost f/t	Employee Pays All f/t
Medical	13%	75%	6%
Dental	13%	69%	13%
Vision	13%	69%	13%
Life	13%	75%	6%
Sick Leave	81%	6%	0%
Vacation	88%	6%	0%
Retirement	0%	38%	13%
Child Care	0%	0%	0%
Other	0%	0%	0%



hours worked per week (avg.)



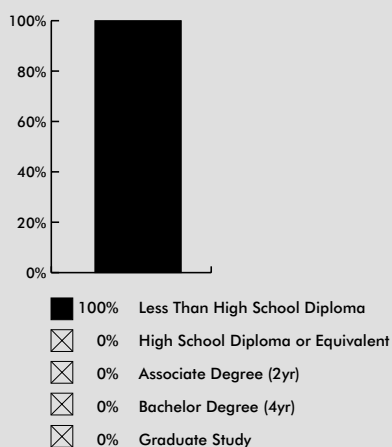
work shifts



employer requirements



education



training & experience

	Yes	No	Not Required but Preferred
Previous experience required	41%	0%	59%
Previous experience required: 10 mos. on average			
Training as a substitute for experience	6%	94%	0%
6 mos. of training on average can be substituted for experience.			

skills & other requirements



skills

Equipment Selection
Basic Math Skills
Ability to Read and Follow instructions
Ability to write legibly

related occupations

35-9021.00	Dishwashers
37-3012.00	Pesticide Handlers, Sprayers, and Applicators, Vegetation
45-2092.01	Nursery Workers
49-3022.00	Automotive Glass Installers and Repairers
53-7061.00	Cleaners of Vehicles and Equipment
53-7062.01	Stevedores, Except Equipment Operators

tasks

- Mows lawns, using power mower.
- Trims and picks flowers and cleans flower beds.
- Digs holes for plants, mixes fertilizer or lime with dirt in holes, inserts plants, and fills holes with dirt.
- Hauls or spreads topsoil, and spreads straw over seeded soil to hold soil in place.
- Waters lawns, trees, and plants, using portable sprinkler system, hose, or watering can.
- Decorates garden with stones and plants.
- Applies herbicides, fungicides, fertilizers, and pesticides, using spreaders or spray equipment.
- Attaches wires from planted trees to support stakes.
- Seeds and fertilizes lawns.
- Maintains tools and equipment.



supply & demand

(difficulty in finding applicants)

	Not Difficult	Moderately Difficult	Very Difficult
--	------------------	-------------------------	-------------------

Fully experienced
& qualified

X

Inexperienced

X

Turnover = 23.5%
(Annual percentage rate of job turnover)



recruitment methods

94%	Employee Referrals
76%	Walk-In Applicants
24%	Newspaper Ads
6%	Union Hall Referrals



where the jobs are

- Landscape and Horticultural Services
- Local Government, Except Hospitals and Education
- Miscellaneous Amusement, Recreation Services
- Religious Organizations



size of occupation

Size as of 2001 = 6,000
(large)



gender

M = 99%
F = 1%



projections

The projected growth for the period of 2001-2008 for **Landscaping and Groundskeeping Workers** is 15.7% (much faster than average).



employment levels

Actual and projected growth as stated by employers surveyed.

During the last 12 months

Decline	Remain Stable	Grow
6%	47%	47%

Projected over the next 24 months

Decline	Remain Stable	Grow
0%	53%	47%

Please refer to appendices B & C to locate training providers for this occupation in Santa Clara County.

Legal Secretaries

SOC 43-6012

Perform secretarial duties utilizing legal terminology, procedures, and documents. Prepare legal papers and correspondence, such as summonses, complaints, motions, and subpoenas. May also assist with legal research.
 19 firms responded

wages & benefits



wages

New hires,
no experience

New hires,
experienced

3 years with firm,
experienced

Non-Union		
Low	High	Median
\$9.59	\$20.14	\$14.38
\$16.78	\$28.07	\$21.58
\$20.00	\$34.52	\$26.37

Wages are shown to the nearest cent, but they should not be interpreted as an indication of precision.

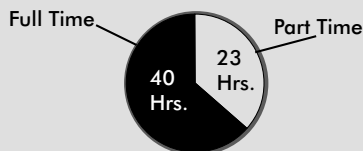


benefits

	Employer Pays f/t	Shared Cost f/t	Employee Pays All f/t
Medical	47%	53%	0%
Dental	37%	53%	0%
Vision	26%	58%	0%
Life	42%	47%	0%
Sick Leave	100%	0%	0%
Vacation	100%	0%	0%
Retirement	11%	37%	32%
Child Care	0%	0%	0%
Other	0%	0%	0%



hours worked per week (avg.)



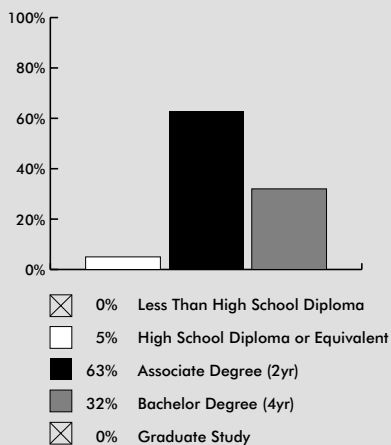
work shifts



employer requirements



education



training & experience

	Yes	No	Not Required but Preferred
Previous experience required	74%	11%	16%
Previous experience required: 19 mos. on average			
Training as a substitute for experience	0%	100%	0%
0 mos. of training on average can be substituted for experience.			

skills & other requirements



skills

Reading
Comprehension
Coordination
Time Management
Writing
Active Listening
Speaking
Monitoring

computer skills

Word Processing
Spreadsheet
Database
Desktop Publishing
Power Point

related occupations

23-2011.00	Paralegals and Legal Assistants
23-2092.00	Law Clerks
23-2093.01	Title Searchers
43-4021.00	Correspondence Clerks
43-4031.01	Court Clerks
43-6013.00	Medical Secretaries
43-6014.00	Secretaries, Except Legal, Medical, and Executive
43-9061.00	Office Clerks, General

tasks

- Prepares and processes legal documents and papers, such as summonses, subpoenas, complaints, appeals, motions, and pretrial agreements.
- Reviews legal publications and performs data base searches to identify laws and court decisions relevant to pending cases.
- Submits articles and information from searches to attorneys for review and approval for use.
- Assists attorneys in collecting information such as employment, medical, and other records.
- Organizes and maintains law libraries and document and case files.
- Completes various forms, such as accident reports, trial and courtroom requests, and applications for clients.
- Mails, faxes, or arranges for delivery of legal correspondence to clients, witnesses, and court officials.
- Attends legal meetings, such as client interviews, hearings, or depositions, and takes notes.
- Drafts and types office memos.
- Receives and places telephone calls.



supply & demand

(difficulty in finding applicants)

	Not Difficult	Moderately Difficult	Very Difficult
Fully experienced & qualified	X		
Inexperienced	X		

Turnover = 6.0%
(Annual percentage rate of job turnover)



recruitment methods

100%	Employee Referrals
74%	Internet
74%	Newspaper Ads
5%	Employment Development Department
5%	Other - Transfers from other Law Firms
5%	School, Program Referrals



where the jobs are

- Legal Services



size of occupation

Size as of 2001 = 1,950
(medium)



gender

M = 8%
F = 92%



projections

The projected growth for the period of 2001–2008 for **Legal Secretaries** is 8.2% (average).



employment levels

Actual and projected growth as stated by employers surveyed.

During the
last 12
months

Dedine	Remain Stable	Grow
0%	74%	26%

Projected over
the next
24 months

Dedine	Remain Stable	Grow
0%	79%	21%

Please refer to appendices B & C to locate training providers for this occupation in Santa Clara County.

Librarians

SOC 25-4021

Administer libraries and perform related library services. Work in a variety of settings, including public libraries, schools, colleges and universities, museums, corporations, government agencies, law firms, nonprofit organizations, and healthcare providers. Tasks may include selecting, acquiring, cataloguing, classifying, circulating, and maintaining library materials; and furnishing reference, bibliographical, and readers' advisory services. May perform in-depth, strategic research, and synthesize, analyze, edit, and filter information. May set up or work with databases and information systems to catalogue and access information.

15 firms responded

wages & benefits



wages

	Union			Non-Union		
	Low	High	Median	Low	High	Median
New hires, no experience	\$17.90	\$21.22	\$19.31	\$12.91	\$12.91	\$12.91
New hires, experienced	\$18.41	\$26.58	\$21.58	\$14.38	\$17.05	\$15.74
3 years with firm, experienced	\$21.29	\$33.56	\$25.53	\$16.78	\$23.44	\$19.25

Wages are shown to the nearest cent, but they should not be interpreted as an indication of precision.

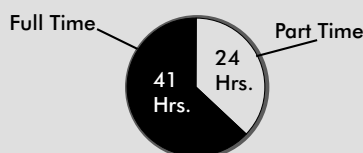


benefits

	Employer Pays f/t	Shared Cost f/t	Employee Pays All f/t
Medical	92%	8%	0%
Dental	92%	8%	0%
Vision	77%	15%	8%
Life	92%	0%	8%
Sick Leave	100%	0%	0%
Vacation	100%	0%	0%
Retirement	77%	23%	0%
Child Care	0%	0%	0%
Other	0%	0%	0%



hours worked per week (avg.)



work shifts



Day
100%



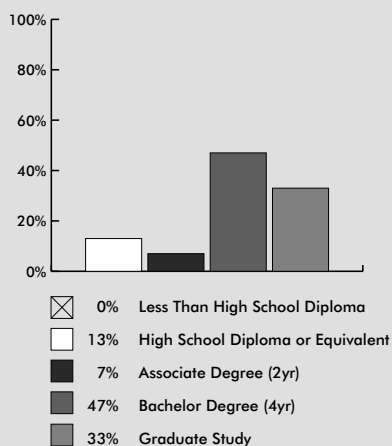
Swing
27%

Weekend
7%

employer requirements



education



training & experience

	Yes	No	Not Required but Preferred
Previous experience required	27%	7%	67%

Previous experience required: 12 mos. on average

Training as a substitute for experience	0%	100%	0%
---	----	------	----

0 mos. of training on average can be substituted for experience.

skills & other requirements



skills

Reading
Comprehension
Speaking
Service Orientation
Active Listening
Management of
Material Resources

computer skills

Word Processing
Spreadsheet
Database
PowerPoint
Lexis Nexis
MS Office

related occupations

11-3021.00	Computer and Information Systems Managers
11-9032.00	Education Administrators, Elementary and Secondary School
11-9051.00	Food Service Managers
25-2021.00	Elementary School Teachers, Except Special Education
25-4031.00	Library Technicians

tasks

- Organizes collections of books, publications, documents, audiovisual aids, and other reference materials for convenient access.
- Reviews and evaluates resource material to select and order books, periodicals, audiovisual aids, and other materials for acquisition.
- Assists patrons in selecting books and informational material and in research problems.
- Codes, classifies, and catalogs books, publications, films, audiovisual aids, and other library materials.
- Researches, retrieves, and disseminates information from books, periodicals, reference materials or commercial data bases in response to requests.
- Manages library resources stored in files, on film, or in computer data bases for research information.
- Reviews, compiles, and publishes listing of library materials, including bibliographies and book reviews, to notify users.
- Explains use of library facilities, resources, equipment, and services and provides information governing library use and policies.
- Manages library program for children and other special groups.
- Assembles and arranges display materials.



supply & demand

(difficulty in finding applicants)

	Not Difficult	Moderately Difficult	Very Difficult
--	------------------	-------------------------	-------------------

Fully experienced
& qualified

X

Inexperienced

X

Turnover = 9.3%

(Annual percentage rate of job turnover)



recruitment methods

80%	Internet
60%	Employee Referrals
47%	Newspaper Ads
40%	School, Program Referrals
27%	Colleges/Universities
20%	Trade Journals



where the jobs are

- Colleges and Universities
- Elementary and Secondary Schools
- Legal Services
- Local Government, Except Hospitals and Education
- Research and Testing Services



size of occupation

Size as of 2001 = 570
(small)



gender

M = 15%
F = 85%



projections

The projected growth for the period of 2001-2008 for **Librarians** is 5.3% (slower than average).



employment levels

Actual and projected growth as stated by employers surveyed.

During the
last 12
months

Projected over
the next
24 months

Demand	Decline	Remain Stable	Grow
During the last 12 months	0%	100%	0%
Projected over the next 24 months	0%	100%	0%

Please refer to appendices B & C to locate training providers for this occupation in Santa Clara County.

Licensed Practical and Licensed Vocational Nurses

SOC 29-2061

Care for ill, injured, convalescent, or disabled persons in hospitals, nursing homes, clinics, private homes, group homes, and similar institutions. May work under the supervision of a registered nurse. Licensing required.

15 firms responded

wages & benefits



wages

New hires,
no experience

New hires,
experienced

3 years with firm,
experienced

Union & Non-Union

	Low	High	Median
New hires, no experience	\$16.00	\$22.11	\$20.50
New hires, experienced	\$20.00	\$27.00	\$23.00
3 years with firm, experienced	\$20.00	\$35.00	\$25.86

Wages are shown to the nearest cent, but they should not be interpreted as an indication of precision.

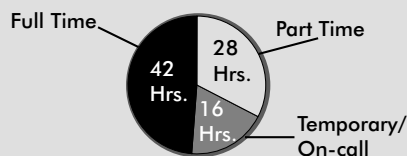


benefits

	Employer Pays f/t	Shared Cost f/t	Employee Pays All f/t
Medical	73%	27%	0%
Dental	67%	33%	0%
Vision	67%	27%	7%
Life	93%	7%	0%
Sick Leave	100%	0%	0%
Vacation	100%	0%	0%
Retirement	0%	100%	0%
Child Care	0%	0%	0%
Other	0%	0%	0%



hours worked per week (avg.)



work shifts

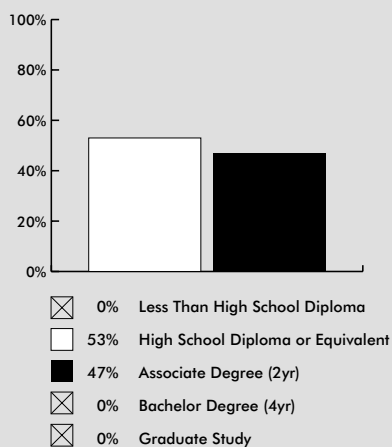


Day	Swing	Graveyard	Weekend
100%	87%	80%	7%

employer requirements



education



training & experience

	Yes	No	Not Required but Preferred
Previous experience required	40%	7%	53%
Previous experience required: 12 mos. on average			
Training as a substitute for experience	14%	86%	0%
18 mos. of training on average can be substituted for experience.			

skills & other requirements



skills

Active Listening
Service Orientation
Reading Comprehension
Social Perceptiveness
Operation and Control
Judgment and Decision Making
Speaking
Monitoring
Critical Thinking
Writing

computer skills

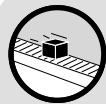
Word Processing
Spreadsheet

related occupations

29-1011.00	Chiropractors
29-1023.00	Orthodontists
29-1041.00	Optometrists
29-1071.00	Physician Assistants
29-1126.00	Respiratory Therapists
29-2021.00	Dental Hygienists
31-1013.00	Psychiatric Aides

tasks

- Administers specified medication, orally or by subcutaneous or intramuscular injection, and notes time and amount on patients' charts.
- Provides medical treatment and personal care to patients in private home settings.
- Takes and records patients' vital signs.
- Dresses wounds, gives enemas, douches, alcohol rubs, and massages.
- Applies compresses, ice bags, and hot water bottles.
- Observes patients and reports adverse reactions to medication or treatment to medical personnel in charge.
- Bathes, dresses, and assists patients in walking and turning.
- Assembles and uses such equipment as catheters, tracheotomy tubes, and oxygen suppliers.
- Collects samples, such as urine, blood, and sputum, from patients for testing and performs routine laboratory tests on samples.
- Sterilizes equipment and supplies, using germicides, sterilizer, or autoclave.



supply & demand

(difficulty in finding applicants)

	Not Difficult	Moderately Difficult	Very Difficult
Fully experienced & qualified		X	
Inexperienced		X	

Fully experienced
& qualified

Inexperienced

Turnover = 8.2%

(Annual percentage rate of job turnover)



recruitment methods

100%	Employee Referrals
67%	Internet
60%	Newspaper Ads
33%	Colleges/Universities
13%	School, Program Referrals
13%	Trade Journals
7%	Walk-In Applicants
7%	Other - Hospital Website



where the jobs are

- Home Health Care Services
- Hospitals
- Nursing and Personal Care Facilities
- Offices of Physicians



size of occupation

Size as of 2001 = 1,930
(medium)



gender

M = 9%
F = 91%



projections

The projected growth for the period of 2001–2008 for **Licensed Practical and Licensed Vocational Nurses** is 7.8% (average).



employment levels

Actual and projected growth
as stated by employers surveyed.

During the
last 12
months

Projected over
the next
24 months

Demand	Decline	Remain Stable	Grow
During the last 12 months	0%	53%	47%
Projected over the next 24 months	0%	73%	27%

Please refer to appendices B & C to locate training providers for this occupation in Santa Clara County.

Machinists

SOC 51-4041

Set up and operate a variety of machine tools to produce precision parts and instruments. Includes precision instrument makers who fabricate, modify, or repair mechanical instruments. May also fabricate and modify parts to make or repair machine tools or maintain industrial machines, applying knowledge of mechanics, shop mathematics, metal properties, layout, and machining procedures.

17 firms responded

wages & benefits



wages

	Union			Non-Union		
	Low	High	Median	Low	High	Median
New hires, no experience	\$19.45	\$19.45	\$19.45	\$0.00	\$0.00	\$0.00
New hires, experienced	\$17.50	\$20.98	\$19.06	\$8.50	\$20.00	\$15.00
3 years with firm, experienced	\$22.83	\$38.50	\$30.27	\$12.00	\$32.50	\$25.00

Wages are shown to the nearest cent, but they should not be interpreted as an indication of precision.

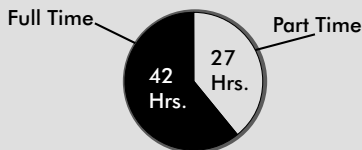


benefits

	Employer Pays f/t	Shared Cost f/t	Employee Pays All f/t
Medical	53%	47%	0%
Dental	53%	47%	0%
Vision	41%	47%	0%
Life	59%	12%	0%
Sick Leave	94%	0%	0%
Vacation	100%	0%	0%
Retirement	0%	59%	29%
Child Care	0%	0%	0%
Other	0%	0%	0%



hours worked per week (avg.)



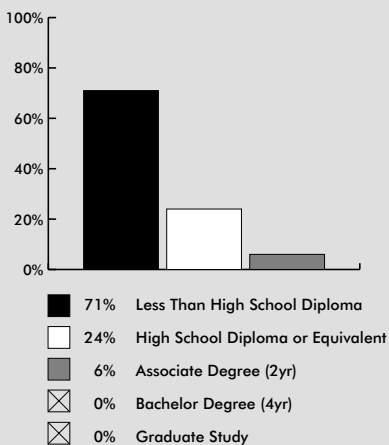
work shifts



employer requirements



education



training & experience

	Yes	No	Not Required but Preferred
Previous experience required	82%	0%	18%
Previous experience required: 20 mos. on average			
Training as a substitute for experience	6%	94%	0%
48 mos. of training on average can be substituted for experience.			

skills & other requirements



skills

Quality Control Analysis
Operation and Control
Mathematics
Operations Analysis
Equipment Selection
Operation Monitoring
Critical Thinking
Science
Troubleshooting
Installation

computer skills

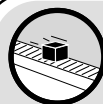
CNC Programming

related occupations

17-3027.00	Mechanical Engineering Technicians
49-9044.00	Millwrights
51-2011.02	Aircraft Systems Assemblers, Precision
51-2031.00	Engine and Other Machine Assemblers
51-4061.00	Model Makers, Metal and Plastic

tasks

- Studies sample parts, blueprints, drawings, and engineering information to determine methods and sequence of operations to fabricate product.
- Operates metalworking machine tools, such as lathe, milling machine, shaper, or grinder to machine parts to specifications.
- Assembles parts into completed units, using jigs, fixtures, hand tools, and power tools.
- Fabricates, assembles, and modifies tooling, such as jigs, fixtures, templates, and molds or dies to produce parts and assemblies.
- Lays out and verifies dimensions of parts, using precision measuring and marking instruments and knowledge of trigonometry.
- Calculates and sets controls to regulate machining, or enters commands to retrieve, input, or edit computerized machine control media.
- Selects, aligns, and secures holding fixtures, cutting tools, attachments, accessories, and materials onto machines.



supply & demand

(difficulty in finding applicants)

	Not Difficult	Moderately Difficult	Very Difficult
Fully experienced & qualified	X		
Inexperienced	X		

Fully experienced & qualified

Inexperienced

Turnover = 14.4%

(Annual percentage rate of job turnover)



recruitment methods

82%	Newspaper Ads
76%	Employee Referrals
29%	Internet
18%	Union Hall Referrals
12%	Employment Development Department
12%	Walk-In Applicants
6%	In-House Promotion or Transfer



where the jobs are

- Electronic Components and Accessories
- Industrial Machinery, NEC
- Measuring and Controlling Devices
- Metalworking Machinery
- Miscellaneous Fabricated Metal Products
- Personnel Supply Services
- Special Industry Machinery



size of occupation

Size as of 2001 = 3,970
(large)



gender

M = 92%
F = 8%



projections

The projected growth for the period of 2001–2008 for **Machinists** is 0.0% (remain stable).



employment levels

Actual and projected growth as stated by employers surveyed.

During the last 12 months

Projected over the next 24 months

Demand	Decline	Remain Stable	Grow
During the last 12 months	35%	53%	12%
Projected over the next 24 months	0%	71%	29%

Please refer to appendices B & C to locate training providers for this occupation in Santa Clara County.

Massage Therapists

SOC 31-9011

Massage customers for hygienic or remedial purposes.
15 firms responded

wages & benefits



wages

New hires,
no experience

New hires,
experienced

3 years with firm,
experienced

Non-Union		
Low	High	Median
\$15.00	\$30.00	\$20.00
\$15.00	\$30.00	\$25.00
\$18.00	\$40.00	\$25.00

Wages are shown to the nearest cent, but they should not be interpreted as an indication of precision.

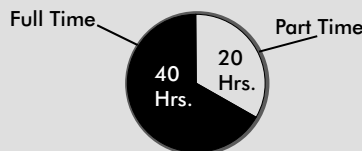


benefits

	Employer Pays f/t	Shared Cost f/t	Employee Pays All f/t
Medical	0%	100%	0%
Dental	0%	50%	0%
Vision	0%	0%	0%
Life	0%	50%	0%
Sick Leave	50%	0%	0%
Vacation	50%	0%	0%
Retirement	0%	0%	0%
Child Care	0%	0%	0%
Other	0%	0%	0%



hours worked per week (avg.)



work shifts



Day
100%

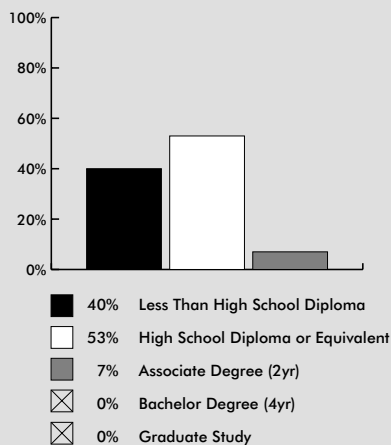


Swing
13%

employer requirements



education



training & experience

	Yes	No	Not Required but Preferred
Previous experience required	13%	53%	33%
Previous experience required: 13 mos. on average			
Training as a substitute for experience	14%	86%	0%
3 mos. of training on average can be substituted for experience.			

skills & other requirements

Please note that neither O*Net nor CCOIS provides occupational information for Massage Therapists.



supply & demand

(difficulty in finding applicants)

	Not Difficult	Moderately Difficult	Very Difficult
Fully experienced & qualified		X	
Inexperienced	X		

Fully experienced & qualified

Inexperienced

Turnover = 16.3%
(Annual percentage rate of job turnover)



recruitment methods

80%	Employee Referrals
60%	Newspaper Ads
40%	School, Program Referrals
40%	Walk-In Applicants
13%	Colleges/Universities
13%	Internet
7%	Other - Patient Referrals



size of occupation

Size as of 2001 = 230
(small)



gender

M = 24%
F = 76%



projections

The projected growth for the period of 2001-2008 for **Massage Therapists** is 8.7%
(faster than average).



where the jobs are

- Beauty Shops
- Miscellaneous Amusement and Recreation Services
- Miscellaneous Personal Services



employment levels

Actual and projected growth as stated by employers surveyed.

	Decline	Remain Stable	Grow
During the last 12 months	7%	87%	7%
Projected over the next 24 months	0%	93%	7%

Please refer to appendices B & C to locate training providers for this occupation in Santa Clara County.

Medical Assistants

SOC 31-9092

Perform administrative and certain clinical duties under the direction of physician. Administrative duties may include scheduling appointments, maintaining medical records, billing, and coding for insurance purposes. Clinical duties may include taking and recording vital signs and medical histories, preparing patients for examination, drawing blood, and administering medications as directed by physician.

16 firms responded

wages & benefits



wages

New hires,
no experience

New hires,
experienced

3 years with firm,
experienced

Union & Non-Union

	Low	High	Median
New hires, no experience	\$12.00	\$16.00	\$13.36
New hires, experienced	\$12.00	\$19.18	\$15.00
3 years with firm, experienced	\$14.00	\$23.97	\$19.00

Wages are shown to the nearest cent, but they should not be interpreted as an indication of precision.

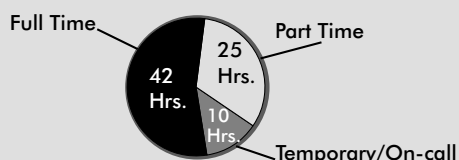


benefits

	Employer Pays f/t	Shared Cost f/t	Employee Pays All f/t
Medical	63%	38%	0%
Dental	63%	31%	0%
Vision	50%	31%	6%
Life	88%	6%	0%
Sick Leave	100%	0%	0%
Vacation	100%	0%	0%
Retirement	13%	75%	6%
Child Care	0%	0%	0%
Other	0%	0%	0%



hours worked per week (avg.)



work shifts



Day
100%



Swing
63%



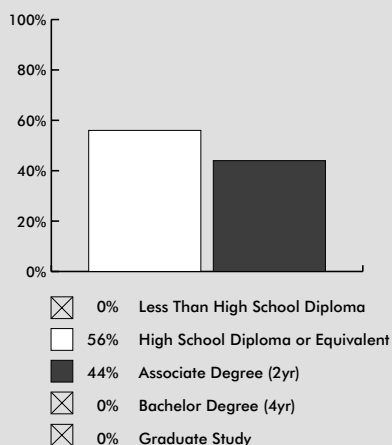
Graveyard
50%

Weekend
6%

employer requirements



education



training & experience

	Yes	No	Not Required but Preferred
Previous experience required	63%	13%	25%
Previous experience required: 12 mos. on average			
Training as a substitute for experience	7%	93%	0%
3 mos. of training on average can be substituted for experience.			

skills & other requirements



skills

Service Orientation
Writing
Active Listening
Speaking
Social Perceptiveness
Coordination
Operation and Control
Reading
Comprehension

computer skills

Word Processing
Spreadsheet
Preferred Medical
Manager

related occupations

29-1111.00	Registered Nurses
29-1124.00	Radiation Therapists
29-2033.00	Nuclear Medicine Technologists
29-2041.00	Emergency Medical Technicians and Paramedics
29-2061.00	Licensed Practical and Licensed Vocational Nurses

tasks

- Prepares treatment rooms for examination of patients.
- Hands instruments and materials to physician.
- Schedules appointments.
- Maintains medical records.
- Interviews patients, measures vital signs, weight, and height, and records information.
- Inventories and orders medical supplies and materials.
- Cleans and sterilizes instruments.
- Contacts medical facility or department to schedule patients for tests.
- Computes and mails monthly statements to patients and records transactions.
- Lifts and turns patients.



supply & demand

(difficulty in finding applicants)

	Not Difficult	Moderately Difficult	Very Difficult
--	------------------	-------------------------	-------------------

Fully experienced
& qualified

X

Inexperienced

X

Turnover = 13.6%

(Annual percentage rate of job turnover)



recruitment methods

100%	Employee Referrals
81%	Newspaper Ads
50%	Internet
25%	School, Program Referrals
19%	Colleges/Universities
13%	In-House Promotion or Transfer
6%	Union Hall Referrals



where the jobs are

- Hospitals
- Offices of Physicians



size of occupation

Size as of 2001 = 2,190
(medium)



gender

M = 7%
F = 93%



employment levels

Actual and projected growth
as stated by employers surveyed.

During the
last 12
months

Projected over
the next
24 months

Demand	Decline	Remain Stable	Grow
During the last 12 months	0%	63%	38%
Projected over the next 24 months	0%	63%	38%



projections

The projected growth for the period of 2001-2008
for **Medical Assistants** is 23.7%
(much faster than average).

Please refer to appendices B & C to locate training providers for this occupation in Santa Clara County.

Network and Computer Systems Administrators

SOC 15-1071

Install, configure, and support an organization's local area network (LAN), wide area network (WAN), and Internet system or a segment of a network system. Maintain network hardware and software. Monitor network to ensure network availability to all system users and perform necessary maintenance to support network availability. May supervise other network support and client server specialists and plan, coordinate, and implement network security measures.

16 firms responded

wages & benefits



wages

New hires,
no experience

New hires,
experienced

3 years with firm,
experienced

Non-Union

	Low	High	Median
New hires, no experience	\$0.00	\$0.00	\$0.00
New hires, experienced	\$19.18	\$33.90	\$25.37
3 years with firm, experienced	\$21.58	\$43.15	\$33.56

Wages are shown to the nearest cent, but they should not be interpreted as an indication of precision.



benefits

	Employer Pays f/t	Shared Cost f/t	Employee Pays All f/t
Medical	56%	44%	0%
Dental	50%	50%	0%
Vision	44%	50%	0%
Life	81%	0%	0%
Sick Leave	100%	0%	0%
Vacation	100%	0%	0%
Retirement	0%	69%	31%
Child Care	0%	0%	0%
Other*	86%	0%	0%

*Stock Options



hours worked per week (avg.)

Full Time

42
Hrs.

work shifts

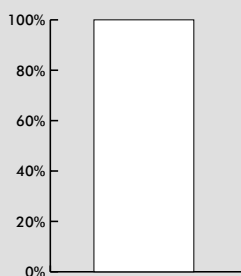


Day
100%

employer requirements



education



- ☒ 0% Less Than High School Diploma
- ☒ 0% High School Diploma or Equivalent
- ☒ 0% Associate Degree (2yr)
- ☐ 100% Bachelor Degree (4yr)
- ☒ 0% Graduate Study



training & experience

	Yes	No	Not Required but Preferred
--	-----	----	----------------------------

Previous experience required

Previous experience required	94%	0%	6%
------------------------------	-----	----	----

Previous experience required: 19 mos. on average

Training as a substitute for experience

Training as a substitute for experience	0%	100%	0%
---	----	------	----

0 mos. of training on average can be substituted for experience.

skills & other requirements



skills

Programming
Writing
Mathematics
Technology Design
Active Listening
Operations Analysis

computer skills

Word Processing
Spreadsheet
Database
Unix, Network Management
Software, Windows NT, Web
Servers, Apache, Snifer

related occupations

15-1041.00	Computer Support Specialists
15-1051.00	Computer Systems Analysts
43-9031.00	Desktop Publishers
49-2094.00	Electrical and Electronics Repairers, Commercial and Industrial Equipment

tasks

- Develops plans to safeguard computer files against accidental or unauthorized modification, destruction, or disclosure and to meet emergency data processing needs.
- Coordinates implementation of computer system plan with establishment personnel and outside vendors.
- Tests data processing system to ensure functioning of data processing activities and security measures.
- Modifies computer security files to incorporate new software, correct errors, or change individual access status.
- Confers with personnel to discuss issues such as computer data access needs, security violations, and programming changes.
- Monitors use of data files and regulates access to safeguard information in computer files.
- Writes reports to document computer security and emergency measures policies, procedures, and test results.



supply & demand

(difficulty in finding applicants)

	Not Difficult	Moderately Difficult	Very Difficult
Fully experienced & qualified	X		
Inexperienced	X		

Turnover = 0.5%
(Annual percentage rate of job turnover)



recruitment methods

100%	Employee Referrals
100%	Internet
13%	Colleges/Universities
13%	Private Employment Agencies
6%	Newspaper Ads
6%	Trade Journals



where the jobs are

- Computer and Data Processing Services
- Electronic Components and Accessories
- Engineering and Architectural Services
- Research and Testing Services



size of occupation

Size as of 2001 = 4,930
(large)



gender

M = 88%
F = 12%



projections

The projected growth for the period of 2001–2008 for **Network and Computer Systems Administrators** is 43.4% (much faster than average).



employment levels

Actual and projected growth as stated by employers surveyed.

	Decline	Remain Stable	Grow
During the last 12 months	38%	50%	13%
Projected over the next 24 months	6%	75%	19%

Please refer to appendices B & C to locate training providers for this occupation in Santa Clara County.

Nursing Aides, Orderlies, and Attendants

SOC 31-1012

Provide basic patient care under direction of nursing staff. Perform duties, such as feed, bathe, dress, groom, or move patients, or change linens. 16 firms responded

wages & benefits



wages

New hires,
no experience

New hires,
experienced

3 years with firm,
experienced

Union & Non-Union

	Low	High	Median
New hires, no experience	\$8.52	\$13.00	\$11.00
New hires, experienced	\$10.00	\$15.00	\$12.00
3 years with firm, experienced	\$11.50	\$19.70	\$14.61

Wages are shown to the nearest cent, but they should not be interpreted as an indication of precision.

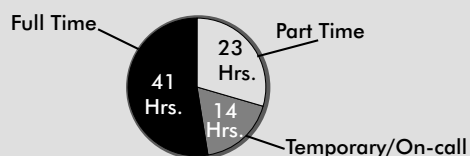


benefits

	Employer Pays f/t	Shared Cost f/t	Employee Pays All f/t
Medical	63%	38%	0%
Dental	50%	50%	0%
Vision	50%	44%	0%
Life	56%	19%	0%
Sick Leave	100%	0%	0%
Vacation	100%	0%	0%
Retirement	0%	81%	6%
Child Care	0%	0%	0%
Other	0%	0%	0%



hours worked per week (avg.)



work shifts



Day
100%



Swing
94%

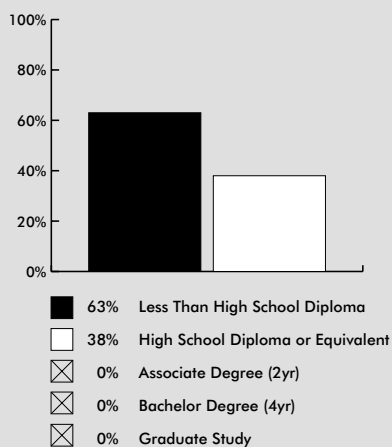


Graveyard
81%

employer requirements



education



training & experience

	Yes	No	Not Required but Preferred
Previous experience required	19%	38%	44%
Previous experience required: 11 mos. on average			
Training as a substitute for experience	0%	100%	0%
0 mos. of training on average can be substituted for experience.			

Nursing Aides, Orderlies, and Attendants

skills & other requirements



skills

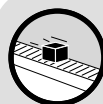
Service Orientation
Social Perceptiveness
Active Listening
Coordination
Speaking
Technology Design
Reading
Comprehension
Equipment Selection
Operation Monitoring
Writing

related occupations

29-1123.00	Physical Therapists
29-2041.00	Emergency Medical Technicians and Paramedics
29-9091.00	Athletic Trainers
31-1011.00	Home Health Aides
31-1013.00	Psychiatric Aides

tasks

- Feeds patients unable to feed themselves.
- Sets up equipment, such as oxygen tents, portable x-ray machines, and overhead irrigation bottles.
- Prepares food trays.
- Bathes, grooms, and dresses patients.
- Assists patient to walk.
- Turns and re-positions bedfast patients, alone or with assistance, to prevent bed-sores.
- Transports patient to areas, such as operating and x-ray rooms.
- Measures and records food and liquid intake and output.
- Administers massages and alcohol rubs.
- Measures and records vital signs.



supply & demand

(difficulty in finding applicants)

	Not Difficult	Moderately Difficult	Very Difficult
--	------------------	-------------------------	-------------------

Fully experienced
& qualified

X

Inexperienced

X

Turnover = 11.9%

(Annual percentage rate of job turnover)



recruitment methods

94%	Employee Referrals
63%	Walk-In Applicants
50%	Newspaper Ads
25%	Internet
25%	School, Program Referrals
6%	Colleges/Universities
6%	In-House Promotion or Transfer



where the jobs are

- Hospitals
- Nursing and Personal Care Facilities



size of occupation

Size as of 2001 = 3,440
(large)



gender

M = 16%
F = 84%



projections

The projected growth for the period of 2001-2008 for **Nursing Aides, Orderlies, and Attendants** is 14.0% (much faster than average).



employment levels

Actual and projected growth as stated by employers surveyed.

	Decline	Remain Stable	Grow
During the last 12 months	6%	56%	38%
Projected over the next 24 months	0%	81%	19%

Please refer to appendices B & C to locate training providers for this occupation in Santa Clara County.

Paralegals and Legal Assistants

SOC 23-2011

Assist lawyers by researching legal precedent, investigating facts, or preparing legal documents. Conduct research to support a legal proceeding, to formulate a defense, or to initiate legal action.

15 firms responded

wages & benefits



wages

New hires,
no experience

New hires,
experienced

3 years with firm,
experienced

Non-Union		
Low	High	Median
\$16.78	\$25.89	\$17.98
\$19.18	\$29.73	\$21.58
\$21.58	\$33.56	\$28.77

Wages are shown to the nearest cent, but they should not be interpreted as an indication of precision.

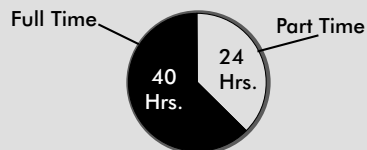


benefits

	Employer Pays f/t	Shared Cost f/t	Employee Pays All f/t
Medical	53%	47%	0%
Dental	47%	47%	0%
Vision	40%	47%	0%
Life	53%	40%	0%
Sick Leave	100%	0%	0%
Vacation	100%	0%	0%
Retirement	13%	47%	20%
Child Care	0%	0%	0%
Other	0%	0%	0%



hours worked per week (avg.)



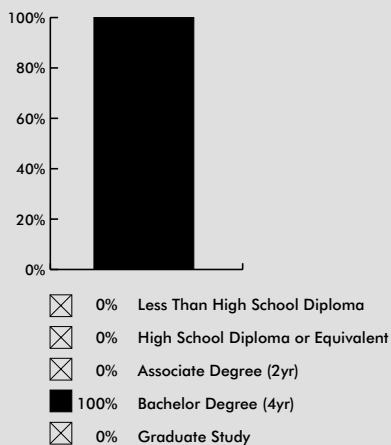
work shifts



employer requirements



education



training & experience

	Yes	No	Not Required but Preferred
Previous experience required	73%	7%	20%
Previous experience required: 18 mos. on average			
Training as a substitute for experience	7%	93%	0%
36 mos. of training on average can be substituted for experience.			

skills & other requirements



skills

Reading
Comprehension
Writing
Critical Thinking
Speaking
Negotiation
Active Listening
Coordination
Persuasion

computer skills

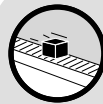
Word Processing
Spreadsheet
Database
Desktop Publishing
PowerPoint

related occupations

13-2082.00	Tax Preparers
23-1011.00	Lawyers
23-2092.00	Law Clerks
23-2093.01	Title Searchers
23-2093.02	Title Examiners and Abstractors

tasks

- Gathers and analyzes research data, such as statutes, decisions, and legal articles, codes, and documents.
- Prepares legal documents, including briefs, pleadings, appeals, wills, contracts, and real estate closing statements.
- Investigates facts and law of cases to determine causes of action and to prepare cases.
- Prepares affidavits or other documents, maintains document file, and files pleadings with court clerk.
- Appraises and inventories real and personal property for estate planning.
- Arbitrates disputes between parties and assists in real estate closing process.
- Calls upon witnesses to testify at hearing.
- Answers questions regarding legal issues pertaining to civil service hearings.
- Directs and coordinates law office activity, including delivery of subpoenas.
- Keeps and monitors legal volumes to ensure that law library is up-to-date.



supply & demand

(difficulty in finding applicants)

	Not Difficult	Moderately Difficult	Very Difficult
--	------------------	-------------------------	-------------------

Fully experienced
& qualified

X

Inexperienced

X

Turnover = 4.3%

(Annual percentage rate of job turnover)



recruitment methods

93%	Employee Referrals
80%	Internet
60%	Newspaper Ads
20%	Private Employment Agencies
7%	Employment Development Department
7%	Other - Transfers from other Law Firms



size of occupation

Size as of 2001 = 2,210
(medium)



gender

M = 25%
F = 75%



projections

The projected growth for the period of 2001-2008 for **Paralegals and Legal Assistants** is 21.3% (much faster than average).



where the jobs are

- Legal Services



employment levels

Actual and projected growth as stated by employers surveyed.

During the
last 12
months

Projected over
the next
24 months

Decline	Remain Stable	Grow
0%	87%	13%
0%	93%	7%

Please refer to appendices B & C to locate training providers for this occupation in Santa Clara County.

Plumbers, Pipefitters, and Steamfitters

SOC 47-2152

Assemble, install, alter, and repair pipelines or pipe systems that carry water, steam, air, or other liquids or gases. May install heating and cooling equipment and mechanical control systems.
 17 firms responded

wages & benefits



wages

	Union			Non-Union		
	Low	High	Median	Low	High	Median
New hires, no experience	\$10.00	\$20.00	\$12.22	\$8.52	\$8.52	\$8.52
New hires, experienced	\$10.00	\$45.00	\$25.00	\$10.00	\$25.00	\$17.05
3 years with firm, experienced	\$25.00	\$45.00	\$40.38	\$20.00	\$35.00	\$25.00

Wages are shown to the nearest cent, but they should not be interpreted as an indication of precision.



benefits

	Employer Pays f/t	Shared Cost f/t	Employee Pays All f/t
Medical	76%	24%	0%
Dental	76%	24%	0%
Vision	71%	24%	0%
Life	76%	24%	0%
Sick Leave	100%	0%	0%
Vacation	100%	0%	0%
Retirement	18%	59%	0%
Child Care	0%	0%	0%
Other	0%	0%	0%



hours worked per week (avg.)

Full Time

40 Hrs.

work shifts

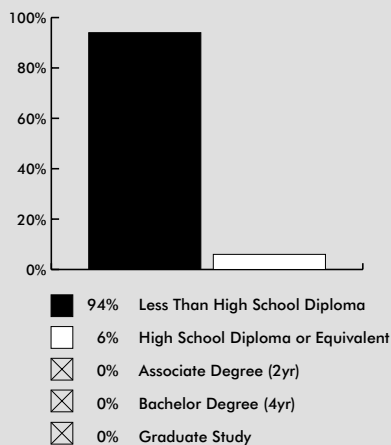


Day
100%

employer requirements



education



training & experience

	Yes	No	Not Required but Preferred
Previous experience required	59%	6%	35%
Previous experience required: 13 mos. on average			
Training as a substitute for experience	0%	100%	0%
0 mos. of training on average can be substituted for experience.			

Plumbers, Pipefitters, and Steamfitters

skills & other requirements



skills

Installation
Basic Math Skills
Ability to Follow Directions
Ability to Write Legibly
Oral Communication Skills

related occupations

45-3021.00 Hunters and Trappers
47-2151.00 Pipelayers
47-3015.00 Helpers--Pipelayers, Plumbers, Pipefitters, and Steamfitters
33-3051.00 Police and Sheriff's Patrol Officers

tasks

- Guides pipe into trench and signals hoist operator to move pipe until specified alignment with other pipes is achieved.
- Inserts spacers between pipe ends.
- Inspects joint to verify uniformity of spacing and alignment of pipe surfaces.
- Corrects misalignment of pipe, using sledge hammer.



supply & demand

(difficulty in finding applicants)

	Not Difficult	Moderately Difficult	Very Difficult
Fully experienced & qualified	X		
Inexperienced	X		

Fully experienced
& qualified

Inexperienced

Turnover = 5.9%
(Annual percentage rate of job turnover)



recruitment methods

71% Union Hall Referrals
29% Employee Referrals
18% Walk-In Applicants
12% Newspaper Ads



where the jobs are

- Plumbing, Heating, Air-Conditioning



size of occupation

Size as of 2001 = 2,660
(medium)



gender

M = 96%
F = 4%



projections

The projected growth for the period of 2001-2008 for **Plumbers, Pipefitters, and Steamfitters** is 4.9% (slower than average).



employment levels

Actual and projected growth as stated by employers surveyed.

During the
last 12
months

Projected over
the next
24 months

Decline	Remain Stable	Grow
24%	47%	29%
0%	71%	29%

Please refer to appendices B & C to locate training providers for this occupation in Santa Clara County.

Police and Sheriff's Patrol Officers

SOC 33-3051

Maintain order, enforce laws and ordinances, and protect life and property in an assigned patrol district. Perform combination of following duties: patrol a specific area on foot or in a vehicle; direct traffic; issue traffic summonses; investigate accidents; apprehend and arrest suspects, or serve legal processes of courts.

14 Firms Responded

wages & benefits



wages

New hires,
no experience

New hires,
experienced

3 years with firm,
experienced

Union & Non-Union

	Low	High	Median
New hires, no experience	\$19.13	\$34.51	\$28.77
New hires, experienced	\$23.54	\$35.27	\$30.45
3 years with firm, experienced	\$24.44	\$40.90	\$35.96

Wages are shown to the nearest cent, but they should not be interpreted as an indication of precision.



benefits

	Employer Pays f/t	Shared Cost f/t	Employee Pays All f/t
Medical	93%	7%	0%
Dental	100%	0%	0%
Vision	100%	0%	0%
Life	100%	0%	0%
Sick Leave	100%	0%	0%
Vacation	100%	0%	0%
Retirement	57%	43%	0%
Child Care	0%	0%	7%
Other	0%	0%	0%



hours worked per week (avg.)

Full Time

43
Hrs.

work shifts



Day
100%



Swing
86%

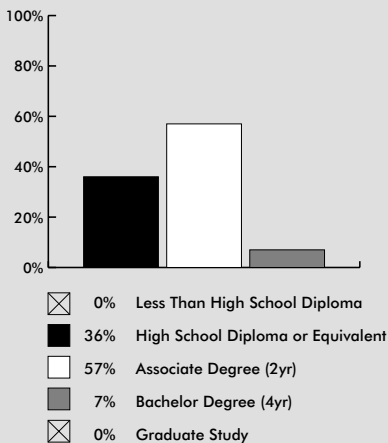


Graveyard
79%

employer requirements



education



training & experience

	Yes	No	Not Required but Preferred
Previous experience required	7%	36%	57%
Previous experience required: 10 mos. on average			
Training as a substitute for experience	0%	100%	0%
0 mos. of training on average can be substituted for experience.			

skills & other requirements



skills

Critical Thinking
Social Perceptiveness
Speaking
Active Listening
Judgment and Decision Making
Service Orientation
Writing
Active Learning
Reading Comprehension
Coordination

computer skills

Word Processing

related occupations

33-2021.01	Fire Inspectors
33-2022.00	Forest Fire Inspectors and Prevention Specialists
33-3012.00	Correctional Officers and Jailers
33-3021.03	Criminal Investigators and Special Agents
33-3031.00	Fish and Game Wardens

tasks

- Patrols specific area on foot, horseback, or motorized conveyance.
- Maintains order, responds to emergencies, protects people and property, and enforces motor vehicle and criminal law.
- Arrests perpetrator of criminal act or submits citation or warning to violator of motor vehicle ordinance.
- Monitors traffic to ensure motorists observe traffic regulations and exhibit safe driving procedures.
- Directs traffic flow and reroutes traffic in case of emergencies.
- Reviews facts to determine if criminal act or statute violation is involved.
- Evaluates complaint and emergency-request information to determine response requirements.
- Investigates traffic accidents and other accidents to determine causes and to determine if crime has been committed.
- Provides road information to assist motorists.
- Relays complaint and emergency-request information to appropriate agency dispatcher.



supply & demand

(difficulty in finding applicants)

	Not Difficult	Moderately Difficult	Very Difficult
Fully experienced & qualified			X
Inexperienced		X	

Fully experienced & qualified

Inexperienced

Turnover = 5.4%

(Annual percentage rate of job turnover)



recruitment methods

86%	Internet
79%	Newspaper Ads
36%	Employee Referrals
21%	Colleges/Universities
21%	School, Program Referrals
7%	Employment Development Department
7%	Trade Journals
7%	Walk-In Applicants



where the jobs are

- Local Government, except Hospitals and Education



size of occupation

Size as of 2001 = 3,230
(large)



gender

M = 90%
F = 10%



projections

The projected growth for the period of 2001–2008 for **Police and Sheriff's Patrol Officers** is 15.2% (much faster than average).



employment levels

Actual and projected growth as stated by employers surveyed.

During the last 12 months

Projected over the next 24 months

Dedine	Remain Stable	Grow
7%	43%	50%
7%	71%	21%

Please refer to appendices B & C to locate training providers for this occupation in Santa Clara County.

Substance Abuse and Behavioral Disorder Counselors

SOC 21-1011

Counsel and advise individuals with alcohol, tobacco, drug, or other problems, such as gambling and eating disorders. May counsel individuals, families, or groups or engage in prevention programs.

17 firms responded

wages & benefits



wages

	Union			Non-Union		
	Low	High	Median	Low	High	Median
New hires, no experience	\$18.99	\$18.99	\$18.99	\$14.00	\$20.97	\$17.09
New hires, experienced	\$19.45	\$21.58	\$21.34	\$12.50	\$37.00	\$23.44
3 years with firm, experienced	\$23.65	\$28.77	\$25.17	\$18.22	\$44.11	\$26.71

Wages are shown to the nearest cent, but they should not be interpreted as an indication of precision.

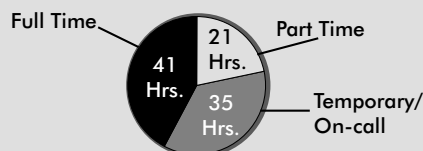


benefits

	Employer Pays f/t	Shared Cost f/t	Employee Pays All f/t
Medical	71%	29%	0%
Dental	71%	29%	0%
Vision	64%	29%	7%
Life	71%	14%	14%
Sick Leave	100%	0%	0%
Vacation	100%	0%	0%
Retirement	29%	57%	14%
Child Care	0%	0%	7%
Other	0%	0%	0%



hours worked per week (avg.)



work shifts



Day
100%



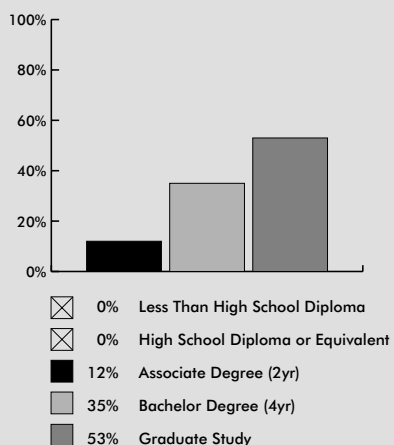
Swing
35%

Weekend
18%

employer requirements



education



training & experience

	Yes	No	Not Required but Preferred
Previous experience required	71%	0%	29%
Previous experience required: 22 mos. on average			
Training as a substitute for experience	18%	82%	0%
12 mos. of training on average can be substituted for experience.			

skills & other requirements



skills

Social Perceptiveness
Judgment and Decision Making
Speaking
Service Orientation
Active Learning
Active Listening
Learning Strategies
Monitoring

computer skills

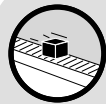
Word Processing
Spreadsheet
Database
PowerPoint

related occupations

21-1021.00	Child, Family, and School Social Workers
21-1093.00	Social and Human Service Assistants
29-1122.00	Occupational Therapists
29-1123.00	Physical Therapists
29-1125.00	Recreational Therapists

tasks

- Plans and conducts programs to prevent substance abuse or improve health and counseling services in community.
- Supervises and directs other workers providing services to client or patient.
- Intervenes as advocate for client or patient to resolve emergency problems in crisis situation.
- Counsels clients and patients, individually and in group sessions, to assist in overcoming dependencies, adjusting to life, and making changes.
- Counsels family members to assist in understanding, dealing with, and supporting client or patient.
- Interviews clients, reviews records, and confers with other professionals to evaluate mental or physical condition of client or patient.
- Formulates or coordinates program plan for treatment, care, and rehabilitation of client or patient, based on social work experience and knowledge.
- Monitors, evaluates, and records client progress according to measurable goals described in treatment and care plan.
- Modifies treatment plan to comply with changes in client's status.
- Refers patient, client, or family to community resources to assist in recovery from mental or physical illness.



supply & demand

(difficulty in finding applicants)

	Not Difficult	Moderately Difficult	Very Difficult
--	------------------	-------------------------	-------------------

Fully experienced & qualified

X

Inexperienced

X

Turnover = 10.1%
(Annual percentage rate of job turnover)



recruitment methods

82%	Employee Referrals
71%	Internet
47%	Newspaper Ads
29%	Colleges/Universities
18%	In-House Promotion or Transfer
18%	Other - CalJobs, Community Job Posting, Word-of-Mouth
12%	Trade Journals
6%	Private Employment Agencies
6%	School, Program Referrals



where the jobs are

- Individual and Family Services
- Residential Care
- Schools and Educational Services, NEC



size of occupation

Size as of 2001 = 150
(small)



gender

M = 22%
F = 78%



projections

The projected growth for the period of 2001-2008 for **Substance Abuse and Behavioral Disorder Counselors** is 20.0% (much faster than average).



employment levels

Actual and projected growth as stated by employers surveyed.

During the last 12 months

Decline	Remain Stable	Grow
0%	76%	24%

Projected over the next 24 months

Decline	Remain Stable	Grow
0%	82%	18%

Please refer to appendices B & C to locate training providers for this occupation in Santa Clara County.

California Cooperative Occupational Information System

NOVA Workforce Board:

Clysta Seney, Chairperson
Michael J. Curran, Director

Project Staff:

Jeanette Langdell, Workforce Publications Manager
Heidi Bonner, Workforce Publications Supervisor
Jessica Paredes, Project Coordinator
Vanessa Figueira, Project Assistant
Manoj Rijhwani, Data Collection Technician
Mark Lindsay, Data Collection Technician
Kenneth Dodds, Graphic Designer
Dana Kelly, Graphic Designer

We Would Also Like To Recognize

EDD's Labor Market Information Division Staff:

Randy Robin, Research Analyst
www.calmis.ca.gov

Employers:

The employers who contributed their valuable time to answer our occupational surveys.

Resources:

Employers, educators, union representatives and other resource people who were contacted because of their expertise in the occupation.

Appendix A: Previously Studied Occupations 1999-2003

- A** Accountants & Auditors: 1999, 2002
Adjustment Clerks: 1997
Administrative Assistants: 1999, 2002
Administrative Services Managers: 2002
Assemblers: Electrical & Electronic Equipment: 1995, 2000
Assemblers & Fabricators-except Machine, Electrical, Electronic and Precision: 1999
Automotive Mechanics: 1996, 2001
- B** Bill & Account Collectors: 1998, 2003
Biological, Agricultural & Food Technicians & Technologists - except Health: 1995
Biological Scientists: 1995, 2002
Biotechnology Laboratory Assistants: 2002
Biotechnology Research Assistants: 1998
Bookkeeping, Accounting & Auditing Clerks - including Bookkeepers: 1995, 1999, 2002
Brokerage Clerks: 1998
Bus & Truck Mechanics & Diesel Engine Specialists: 1996, 2003
- C** Carpenters: 2000, 2003
Cashiers: 1999, 2002
Chemical Technicians & Technologists - except Medical & Clinic: 1995
Child Care Workers: 1999
Civil Engineers: 2003
Claims Examiners - Property & Casualty Insurance: 1997
Combined Food Preparation and Service Workers: 1999
Compliance Officers & Enforcement Inspectors - except Construction: 1996
Computer Aided Audio/Visual Engineers: 1996
Computer Aided Design Technicians: 1997, 2001
Computer Animators: 1996
Computer Engineers: 1995, 1999, 2002
Computer Network Administrators & Managers: 2000
Computer Network Technicians: 2001
Computer Operators: 1995
Computer Programmers, including Aides: 1997, 2000, 2003
Computer & Software Support Technicians: 2001
Computer Support Specialists: 1998, 2001
Cooks - Restaurant: 1995, 1999, 2002
Correction Officers & Jailers: 1995
Customer Service Representatives: 2003
- D** Database Administrators: 2000, 2003
Dental Assistants: 1996, 2000
Dental Hygienists: 2001
Desktop Publishing - Graphic Designer: 1997 (see also *Graphic Designer*)
Dispatchers - except Police, Fire & Ambulance: 1995
- E** Electrical and Electronic Engineering - Technicians and Technologists: 1996, 1999, 2002
Electrical and Electronic Engineers: 1996, 2000, 2003
Electricians: 1995, 2000, 2003
Electronic Home Entertainment Equipment Repairers: 1998
Electronic Semiconductor Processors: 1999, 2002
Emergency Medical Technicians - 1: 2002
Emergency Medical Technicians - 2: 2002
Emergency Medical Technicians - Paramedic: 2002
Employment Interviewers - Private or Public

Appendix A: Previously Studied Occupations 1999-2003

Employers: 1997, 2001

Engineering, Mathematical & Natural Sciences
Managers: 1998

F Farm Equipment Operators: 1996

Financial Managers: 1999, 2002

Financial Planners: 1998

Firefighters: 2002

Food Preparation Workers: 1998

Food Service Managers: 2000

G Gardeners, Groundskeepers - except Farm: 1995

General Managers & Top Executives: 2000

General Office Clerks: 1998

Graphic Designers: 2001

Guards & Watch Guards: 1998, 2002

H Hand Packers & Packagers: 1999

Hazardous Waste Management Specialists: 1995

Heating, Air Conditioning & Refrigeration
Mechanics and Installers: 1997, 2003

Home Health Aides: 1998, 2001

Hotel Desk Clerks: 1997, 2003

Human Resource Technician: 2002

Human Service Workers: 1995

I Industrial Engineers - except Safety: 1996

Inspectors, Testers, and Graders – Precision: 1999

Instructional Aides: 1995, 2000

Integrated Circuit Fabricators/Operators: 1996

Integrated Circuit Layout Designers: 1996, 2001

Internet Server Designers & Administrators
(Webmasters): 1996, 2001

J Janitors & Cleaners - except Maids &
Housekeeping Cleaners: 1997, 2000, 2003

L Laborers, Landscaping & Groundskeeping: 2000,
2003

LAN/WAN (Local / Wide Area Network)
Managers: 1995

Legal Secretaries: 2003

Librarians - Professional: 1996, 2003

Licensed Vocational Nurses: 1997, 2003

Lodging Managers: 2000

M Machinists: 1997, 2003

Maids & Housekeeping Cleaners: 1998, 2002

Maintenance Repairers - General Utility: 2000

Marketing, Advertising, and Public Relations
Managers: 1996, 1999

Massage Therapists: 2003

Mechanical Engineers: 1998

Medical Assistants: 1996, 2000, 2003

Medical & Clinical Laboratory Technologists: 1995

Medical Records Technicians: 1997, 2001

Multimedia Specialists: 1998

N Network Professionals: 2000, 2003

Nurse Aides: 1995, 1999, 2003

O Occupational Therapists: 1997, 2001

Office Equipment Installers and Repairers: 1997

Order Clerks - Materials, Merchandise &
Service: 1997

P Painters, Paperhangers - Construction &
Maintenance: 1995, 2000

Paralegal Personnel: 1998, 2003

Personnel, Training, and Labor Relations
Specialists: 1997

Pharmacy Technicians: 1996, 2002

Physical Therapists: 1997, 2001

Physical Therapy Aides: 1998, 2001

Physical Therapy Assistants: 1998, 2001

Appendix A: Previously Studied Occupations 1999-2003

Plumbers, Pipefitters, and Steamfitters: 1997, 2000, 2003

Police Patrol Officers: 1995, 2000, 2003

Production, Planning, and Expediting Clerks: 1999

Public Relations Specialists & Publicity Writers: 1997, 2001

Purchasing Agents - except Wholesale, Retail & Farm Products: 1999

Purchasing Managers: 1997, 1999

Q Quality Assurance Managers: 1997

R Receptionists & Information Clerks: 1998, 2001

Recreation Workers: 1995

Registered Nurses: 1995, 1999, 2002

Respiratory Care Practitioners: 1995, 2001

S Sales Agents & Placers - Insurance: 1998

Sales Agents, Selected Business Services: 2002

Sales Engineers: 1996

Salespersons - Retail (Except Vehicle Sales): 1998, 2001

Sales Representatives, Scientific and Related Products and Services - except Retail: 1996, 1999, 2001

Secretaries - except Legal & Medical : 1996, 1999

Secretaries, Medical: 1997

Sheet Metal Duct Installers: 2001

Social Workers: 1996

Software Engineers: 1996, 2002

Speech, Language Pathologists & Audiologists: 2001

Stock Clerks - Sales Floor: 2000

Stock Clerks - Stockroom, Warehouse, Storage Yard: 1998

Systems Analysts - Electronic Data Processing: 1998, 2002

Substance Abuse & Behavioral Disorder Counselors: 2003

Teachers - Elementary School: 1997, 2000

T Teachers - ESL (English as a Second Language): 2002

Teachers, Preschool: 2000

Teachers, Secondary School: 1998, 2002

Teachers - Special Education: 2001

Technical Writers: 1999

Telemarketers, News and Street Vendors, Telephone Solicitors, Door-to-Door Sales Workers and Other Related Workers: 1999

Telephone & Cable Line Installers: 2001

Traffic, Shipping, and Receiving Clerks: 1999

Travel Agents: 1997

Truck Drivers, Light - including Delivery & Route Workers: 1995, 1999, 2002

V Vehicle Salespersons - Retail: 2000

Veterinary Assistants: 1997

W Waiters & Waitresses: 1998

Wholesale & Retail Buyers - except Farm Products: 1996

Writers & Editors: 1998

Appendix B: Training Providers by Occupation

Bill and Account Collectors

American Business College International
Au Lac Institute
City University
Computer Training Consultants
De Anza College
East Side Union High School District Adult Education
ElectroComp Institute
Evergreen Valley College
Foothill College
Gavilan Community College
Golden Gate University – Silicon Valley
Heald Business College
Institute for Career Development
Mission College
San Jose City College
Santa Clara County ROP – North
Sunnyvale-Cupertino Adult and Community Education
University of California Extension, Santa Cruz
University of Phoenix
West Valley College

Bus and Truck Mechanics and Diesel Engine Specialists

Automotive Joint Apprenticeship of Northern California
De Anza College
Evergreen Valley College

Carpenters

Carpenters Training Committee for Northern California

Civil Engineers

Evergreen Valley College
San Jose State University
Stanford Center for Professional Development
Stanford University

Computer Programmers

Au Lac Institute
Bay Area ExecuTrain
City University
Computer Training Consultants
De Anza College
East Side Union High School District Adult Education
Evergreen Valley College
Foothill College
Gavilan Community College
Mission College
N Square Corporation
Portnov Computer School
San Jose City College
Shin Shin Training Center
Silicon Valley Technical Institute
Stanford University
University of California Extension, Santa Cruz
University of Phoenix
West Valley College

Customer Service Representatives

Au Lac Institute
Institute for Business Performance

Database Administrators

City University
CompUSA Inc. Technical Training
Crossbow Communications
De Anza College
ElectroComp Institute
Foothill College
Hello Computers Training
Institute of Computer Technology
KudoNet
Mission College
New Horizons Computer Learning Center
San Jose City College
Shin Shin Training Center
Silicon Valley University
Software Technology Group
Stanford University

Appendix B: Training Providers by Occupation

University of California Extension, Santa Cruz
University of Phoenix

Electrical Engineers

Cogswell Polytechnical College
International Technological University
San Jose State University
Stanford Center for Professional
Development
Stanford University

Electrician

Santa Clara County Electrical JATC
Institute for Business and Technology

Heating, Air Conditioning, and Refrigeration Mechanics and Installers

Institute for Business and Technology
Pipe Trades Training Center
Santa Clara County Electrical JATC
San Jose City College
University of California Extension, Santa Cruz

Hotel, Motel, and Resort Desk Clerks

Central County Occupational Center

Janitors and Cleaners, Except Maids and Housekeeping Cleaners

None available in Santa Clara County

Landscaping and Groundskeeping Workers

Central County Occupational Center

Legal Secretaries

Computer Training Consultants
De Anza College
West Valley College

Librarians

San Jose State University

Licensed Practical and Licensed Vocational Nurses

Evergreen Valley College
Mission College
University of Phoenix

Machinists

De Anza College
San Jose City College

Plumbers, Pipefitters, and Steamfitters

Pipe Trades Training Center

Police and Sheriff's Patrol Officers

De Anza College (Law Enforcement)
Evergreen Valley College (Administration of
Justice)
Gavilan Community College (Administration
of Justice)
San Jose City College (Administration of
Justice)
San Jose State University (Administration of
Justice)
Santa Clara County ROP – North
(Administration of Justice)
University of Phoenix (Administration of
Justice)

Massage Therapists

Body Therapy Center
Bryman College
De Anza College
Institute for Business and Technology
Just for Your Health College of Massage
Milpitas Electrolysis College
Silicon Valley College
Trinity College

Appendix B: Training Providers by Occupation

Medical Assistants

American Business College International
Bryman College
Center for Employment Training
Central County Occupational Center
De Anza College
East Side Union High School District Adult Education
Gavilan Community College
Heald Business College
Institute for Business and Technology
Silicon Valley College
West Valley College
Westmed Training

Network and Computer Systems Administrators

American Business College International
Amfasoft
Au Lac Institute
Bay Area ExecuTrain
Brooks College – Silicon Valley
City University
Computer Training Consultants
Crossbow Communications
De Anza College
East Side Union High School District Adult Education
ElectroComp Institute
Evergreen Valley College
Foothill College
Gavilan Community College
Golden Gate University – Silicon Valley
Heald Business College
Hello Computers Training
Institute for Business and Technology
Institute for Business Performance
Institute of Computer Technology
International Technological University
KudoNet
Mission College
N Square Corporation
The National Hispanic University
National University
New Horizons Computer Learning Center
Portnov Computer School
San Jose City College

San Jose State Professional Development
San Jose State University
Santa Clara County ROP – North
Silicon Valley College
Silicon Valley Technical Institute
Silicon Valley University
Software Technology Group
Stanford Center for Professional Development
Stanford University
University of California Extension, Santa Cruz
University of Phoenix
West Valley College

Nursing Aides, Orderlies, and Attendants

Evergreen Valley College
Gavilan Community College
San Jose State University
Santa Clara County ROP – North

Paralegals and Legal Assistants

De Anza College
Evergreen Valley College
Lincoln Law School of San Jose
Saratoga University School of Law
West Valley College

Substance Abuse and Behavioral Disorder Counselors

City University
Evergreen Valley College
Foothill College
Institute of Transpersonal Psychology
John F. Kennedy University
National University
Pacific Graduate School of Psychology
San Jose Christian College
San Jose City College
San Jose State University
West Valley College

Appendix C: Training Providers by Index

American Business College International

650 North King Road
San Jose, CA 95133

Phone: 408-258-0800
Fax: 408-258-8553

www.americanbci.com

Amfasoft

3028A Scott Boulevard
Santa Clara, CA 95054

Phone: 408-919-0181

www.amfasoft.com

Au Lac Institute

2268 Quimby Road, Ste. E
San Jose, CA 95135

Phone: 408-239-5520
Fax: 408-239-5521

www.aulacoinstitute.com

Automotive Joint Apprenticeship of Northern California

3777 Stevens Creek Boulevard
Santa Clara, CA 95051

Phone: 408-244-4816
Fax: 408-244-5587

www.autoapprenticeship.com

Bay Area ExecuTrain

(formerly Cte Computer Training Centers)
2005 De La Cruz Boulevard., Ste. 200
Santa Clara, CA 95050

Phone: (408)-844-8700
Fax : (800) 211-4111

www.bayareaexecutrain.com

Body Therapy Center

368 California Avenue
Palo Alto, CA 94306

Phone: 650-328-9400
Fax: 650-328-9478

www.bodymindspirit.net

Brooks College – Silicon Valley

1120 Kifer Road
Sunnyvale, CA 94086

Phone: 408-719-9209
Fax: 408-328-5790

www.brooks-sv.com

Bryman College

1245 South Winchester Boulevard, Ste. 102
San Jose, CA 95128

Phone: 408-246-4171
Fax: 408-557-9855

www.bryman-college.com

Carpenters Training Committee for Northern California

485 Woodview Drive
Morgan Hill, CA 95037

Phone: 408-778-1552
Fax: 408-778-9327

www.carpenter-trng-ncal.org

Center for Employment Training

701 Vine Street
San Jose, CA 95110

Phone: (408) 287-7924

www.cetweb.org

Appendix C: Training Providers by Index

Central County Occupational Center

(a unit of the Metropolitan Education District)
760 Hillsdale Avenue
San Jose, CA 95136

Phone: 408-723-6400
Fax: 408-266-6531

www.metroed.net

City University

675 North First Street, Ste. 100
San Jose, CA 95112

Phone: 800-426-5596
Fax: 408-289-1272

www.cityu.edu

Cogswell Polytechnical College

1175 Bordeaux Drive
Sunnyvale, CA 94089

Phone: 800-264-7955
Fax: 408-747-0794

www.cogswell.edu

CompUSA Inc. Technology Training

634 Blossom Hill Road
San Jose, CA 95123

Phone: 408-363-7030
Fax: 408-363-7055

www.compusa.com/training

Computer Training Consultants

1245 South Winchester Boulevard, Ste. 108
San Jose, CA 95128

Phone: 800-300-TRAIN
Fax: 408-380-0603

www.comptraining.com

Crossbow Communications

1800 Hartog Drive
San Jose, CA 95131

Phone: (408) 392-0016
Fax: (408) 392-0099

www.crossbowcom.com

De Anza College

21250 Stevens Creek Boulevard
Cupertino, CA 95014

Phone: 408-864-5678

www.deanza.edu

East Side Union High School District Adult Education

Independence Adult Center
625 Educational Park Drive
San Jose, CA 95133
Phone: 408-928-9300
Fax: 408-928-9309

*Multiple sites in San Jose; call school for additional locations

<http://aenet.esuhsd.org>

ElectroComp Institute

510 Parrott Street, Ste. 2
San Jose, CA 95112

Phone: (408) 999-0446
Fax: (408) 999-0231

www.electrocomp.us

Appendix C: Training Providers by Index

ESO Women's Refugee Resource Center

1445 Oakland Road
San Jose, CA 95112

Phone: (408) 971-0888
Fax : (408) 971-9140

www.esoi.org

Evergreen Valley College

3095 Yerba Buena Road
San Jose, CA 95135

Phone: 408-274-7900
Fax: 408-223-9291

www.evc.edu

Foothill College

12345 El Monte Road
Los Altos Hills, CA 94022

Phone: 650-949-7777
Fax: 650-949-7048

www.foothill.edu

Gavilan Community College

Gilroy Campus
5055 Santa Teresa Boulevard
Gilroy, CA 95020

Phone: 408-848-4800
Fax: 408-848-4801

Morgan Hill Campus
17060 Monterey Road
Morgan Hill, CA 95037
Phone: 408-782-2873

www.gavilan.edu

Golden Gate University – Silicon Valley

50 Airport Parkway, Ste. 150
San Jose, CA 95110

Phone: 408-573-7300
Fax: 408-573-0890

www.ggu.edu

Heald Business College

341 Great Mall Parkway
Milpitas, CA 95035

Phone: (408) 934-4900
Fax : (408) 934-7777

www.heald.edu

Hello Computers Training

2314A Walsh Avenue
Santa Clara, CA 95050

Phone: (408) 496-0801
Fax : (408) 496-0804

www.hellocomputers.com

Institute for Business and Technology

2550 Scott Boulevard
Santa Clara, CA 95050

Phone: (800) 548-8545
(408) 727-1060
Fax : (408) 980-9548

www.ibttech.com

Institute for Business Performance

600 South Bascom Avenue, Ste. A
San Jose, CA 95128

Phone: 408-283-3600
Fax: 408-282-0811

www.ibptraining.com

Appendix C: Training Providers by Index

Institute for Career Development

(a division of Goodwill - Santa Clara County)
1080 North Seventh Street
San Jose, CA 95112

Phone: 408-998-5787 x223
Fax: 408-283-9093

www.goodwillsanjose.com

Institute of Computer Technology

589 West Fremont Avenue
Sunnyvale, CA 94087

Phone: 408-736-4291
Fax: 408-735-6059

www.ict.org

Institute of Transpersonal Psychology

744 San Antonio Road
Palo Alto, CA 94303

Phone: 650-493-4430
Fax: 650-493-6835

www.itp.edu

International Technological University

1650 Warburton Avenue
Santa Clara, CA 95050

Phone: 408-556-9010
Fax: 408-556-9212

www.itu.edu

John F. Kennedy University

1 West Campbell Avenue, Bldg. A
Campbell, CA 95008

Phone: 408-874-7700
Fax: 408-874-7777

www.jfku.edu

Just for Your Health College of Massage

2075 Lincoln Avenue, Ste. E
San Jose, CA 95125

Phone: 408-723-2131
Fax: 408-723-7389

www.just4yourhealth.com

KudoNet

270 South Java Drive
Sunnyvale, CA 94089

Phone: 408-734-1261 x205
Fax: 408-744-1193

www.kudonet.com

Lincoln Law School of San Jose

One North First Street
San Jose, CA 95113

Phone: 408-977-7227
Fax: 408-977-7228

www.lincolnlawsj.edu

Milpitas Electrolysis College

500 East Calaveras Boulevard, Ste. 333
Milpitas, CA 95035

Phone: 408-946-9522
Fax: 408-262-7049

Mission College

300 Mission College Boulevard
Santa Clara, CA 95054

Phone: 408-988-2200
Fax: 408-980-8980

www.missioncollege.org

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N Square Corporation

2094 Walsh Avenue, Ste. B1
Santa Clara, CA 95050

Phone: 408-654-0500

Fax : 408-654-0520

www.nsquare.com

The National Hispanic University

14271 Story Road
San Jose, CA 95127

Phone: 408-254-6900

Fax: 408-254-1369

www.nhu.edu

National University

San Jose Academic Center
3031 Tisch Way
100 Plaza East
San Jose, CA 95128

Phone: 408-236-1100

Fax: 408-236-1198

www.nu.edu

New Horizons Computer Learning Center

3130 De La Cruz Boulevard, Ste. 214
Santa Clara, CA 95054

Phone: 800-364-9368

Fax: 408-436-1273

www.newhorizons.com

Pacific Graduate School of Psychology

940 East Meadow Drive
Palo Alto, CA 94303

Phone: 800-818-6136

Fax: 650-493-6147

www.pgsp.edu

Pipe Trades Training Center

780 Commercial Street
San Jose, CA 95112

Phone: 408-453-6330

Fax: 408-453-0104

www.pipetradecareer.org

Portnov Computer School

1580 West El Camino Real, Ste. 12
Mountain View, CA 94040

Phone: 650-961-2044

Fax: 650-210-9485

www.portnov.com

San Jose Christian College

790 South 12th Street
San Jose, CA 95112

Phone: 408-278-4300

800-355-7522

Fax: 408-293-7352

www.sjchristian.edu

San Jose City College

2100 Moorpark Avenue
San Jose, CA 95128-2799

Phone: 408-298-2181

Fax: 408-298-1935

www.sjcc.edu

San Jose State University

One Washington Square
San Jose, CA 95192

Phone (408) 924-1000

Fax: (408) 924-2050

www.sjsu.edu

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San Jose State University Professional Development

2160 Lundy Avenue, Ste. 250
San Jose, CA 95131

Phone: 408-985-7578
Fax: 408-519-0138

www.profdev.sjsu.edu

Santa Clara County Regional Occupational Program - North

575 W. Fremont Ave
Sunnyvale, CA 94087

Phone: 408-733-0881
Fax: 408-733-0894

www.ncrop.sccoe.net

Santa Clara University

500 El Camino Real
Santa Clara, CA 95053

Phone: 408-554-4000

www.scu.edu

Saratoga University School of Law

780 Blairwood Court
San Jose, CA 95120

Phone: 408-927-6760

www.saratogau.edu

Santa Clara County Electrical JATC

908 Bern Court
San Jose, CA 95112

Phone: 408-453-1022
Fax: 408-452-1784

www.ejatc332.org

Shin Shin Training Center

820 East El Camino Real #1
Mountain View, CA 94040

Phone: 650-965-3780
Fax: 650-965-3092

www.sshin.com

Silicon Valley College

6201 San Ignacio Avenue
San Jose, CA 95119

Phone: 408-360-0840
Fax: 408-360-0848

www.siliconvalley.edu

Silicon Valley Technical Institute

1762 Technology Drive, Ste. 227
San Jose, CA 95110

Phone: 408-573-0100
Fax: 408-573-0200

www.svtii.com

Silicon Valley University

3590 North First Street, Ste. 320
San Jose, CA 95134

Phone: 408-435-8989
Fax: 408-955-0887

www.svuca.edu

Software Technology Group

3211 Scott Boulevard
Santa Clara, CA 95054

Phone: 408-970-9100 x15
Fax: 408-970-9050

www.stgonline.com

Appendix C: Training Providers by Index

Stanford Center for Professional Development

496 Lomita Mall, Durand Building
Stanford, CA 94305-4036

Phone: 650-725-3016

Fax: 650-725-2868

scpd.stanford.edu

Stanford University

Stanford, CA 94309

Phone: 650-723-2560

www.stanford.edu

Sunnyvale-Cupertino Adult & Community Education

(Fremont Union High School District)
591 West Fremont Avenue
Sunnyvale, CA 94087

Phone: 408-522-2700

Fax: 408-737-9926

www.ace.fuhisd.org

TechSkills ,LLC

3031 Tisch Way, Ste. 1
San Jose, CA 95128

Phone: 408-983-0310

Fax: 408-985-5821

www.techskills.com

Trinity College

25 North First Street, Ste. 460
San Jose, CA 95112

Phone: 408-287-5100

Fax : 408-287-3609

www.trinitycollege.com

University of California, Santa Cruz Extension

Cupertino Campus
10420 Bubba Road
Cupertino, CA 95014
Phone (408) 861-3700

Sunnyvale Campus

Moffett Business Park
1180 Bordeaux Drive
Sunnyvale, CA 94089
Phone (408) 752-1300

www.ucsc-extension.edu

University of Phoenix

3590 North First Street
San Jose, CA 95134

Phone: 800-640-0622

www.phoenix.edu

West Valley College

14000 Fruitvale Avenue
Saratoga, CA 95070-5698

Phone: 408-741-2000

Fax: 408-867-5033

www.westvalley.edu

WestMed Training

5300 Stevens Creek Boulevard, Ste. 200
San Jose, CA 95129

Phone: 408-977-0723

Fax : 408-977-1326

www.westmedtraining.com

Appendix D: 2001–2008 Occupational Projections

Occupations With the Greatest Job Growth (1)

(Sorted by Numerical Change)

Santa Clara County

2001–2008

Released December 2003

SOC Code	Occupation (Definitions)	Annual Average Employment		Employment Change	
		2001 (2)	2008	Number	Percent
15-1032	Computer Software Engineers, Systems Software	22,960	30,940	7,980	34.8
15-1031	Computer Software Engineers, Applications	20,290	28,230	7,940	39.1
15-1041	Computer Support Specialists	10,930	15,810	4,880	44.6
35-3021	Comb Food Prep & Serving Wrkrs, Incl Fast Food	16,240	19,550	3,310	20.4
41-2031	Retail Salespersons	23,880	26,510	2,630	11.0
41-2011	Cashiers	19,800	22,060	2,260	11.4
15-1071	Network & Computer Systems Administrators	4,930	7,070	2,140	43.4
37-2011	Janitors & Clean, Ex Maids & Housekeep Cleaner	15,820	17,730	1,910	12.1
29-1111	Registered Nurses	10,880	12,590	1,710	15.7
11-3021	Computer & Information Systems Managers	7,360	8,750	1,390	18.9
15-1051	Computer Systems Analysts	6,080	7,440	1,360	22.4
43-4051	Customer Service Representatives	13,290	14,640	1,350	10.2
35-3031	Waiters & Waitresses	10,400	11,710	1,310	12.6
15-1081	Network Systems & Data Communications Analysts	3,770	5,070	1,300	34.5
43-9061	Office Clerks, General	19,810	21,080	1,270	6.4
37-3011	Landscaping & Groundskeeping Workers	6,000	6,940	940	15.7
11-1021	General & Operations Managers	16,930	17,850	920	5.4
23-1011	Lawyers	4,420	5,300	880	19.9
35-2014	Cooks, Restaurant	5,500	6,370	870	15.8
37-2012	Maids & Housekeeping Cleaners	5,000	5,860	860	17.2
15-1061	Database Administrators	3,080	3,910	830	26.9
25-9041	Teacher Assistants	7,460	8,280	820	11.0

Appendix D: 2001–2008 Occupational Projections

Occupations With the Greatest Job Growth (1) - Continued

(Sorted by Numerical Change)

Santa Clara County

2001–2008

53-7062	Laborers & Freight, Stock, & Material Movers,	14,550	15,310	760	5.2
41-1011	First-Line Sups/Mgrs of Retail Sales Workers	6,950	7,690	740	10.6
13-2011	Accountants & Auditors	9,490	10,180	690	7.3
11-2022	Sales Managers	4,400	5,030	630	14.3
33-9032	Security Guards	8,790	9,410	620	7.1
47-2031	Carpenters	7,060	7,640	580	8.2
43-4171	Receptionists & Information Clerks	7,060	7,630	570	8.1
49-3023	Automotive Service Technicians & Mechanics	4,030	4,570	540	13.4
11-3031	Financial Managers	5,960	6,490	530	8.9
31-9092	Medical Assistants	2,190	2,710	520	23.7
47-2111	Electricians	4,920	5,430	510	10.4
53-7064	Packers & Packagers, Hand	5,610	6,120	510	9.1
11-2021	Marketing Managers	4,430	4,930	500	11.3
33-3051	Police & Sheriff's Patrol Officers	3,230	3,720	490	15.2
35-2021	Food Preparation Workers	5,030	5,520	490	9.7
31-1012	Nursing Aides, Orderlies, & Attendants	3,440	3,920	480	14.0
23-2011	Paralegals & Legal Assistants	2,210	2,680	470	21.3
25-2011	Preschool Teachers, Except Special Education	3,720	4,190	470	12.6
31-9091	Dental Assistants	1,990	2,460	470	23.6
47-2061	Construction Laborers	5,280	5,750	470	8.9
39-9011	Child Care Workers	2,710	3,170	460	17.0
39-9021	Personal & Home Care Aides	1,350	1,800	450	33.3
43-6011	Executive Secretaries & Administrative Assist	16,620	17,010	390	2.3
53-3033	Truck Drivers, Light or Delivery Services	6,130	6,510	380	6.2
13-1111	Management Analysts	3,120	3,440	320	10.3
29-2021	Dental Hygienists	1,380	1,700	320	23.2
31-1011	Home Health Aides	1,090	1,410	320	29.4
41-2021	Counter & Rental Clerks	2,260	2,570	310	13.7

Appendix D: 2001–2008 Occupational Projections

Occupations With the Fastest Job Growth (1)

(Sorted by Percent Change)

Santa Clara County

2001–2008

Released December 2003

SOC Code	Occupation (Definitions)	Annual Average Employment		Employment Change	
		2001 (2)	2008	Number	Percent
15-1041	Computer Support Specialists	10,930	15,810	4,880	44.6
15-1071	Network & Computer Systems Administrators	4,930	7,070	2,140	43.4
15-1031	Computer Software Engineers, Applications	20,290	28,230	7,940	39.1
15-1032	Computer Software Engineers, Systems Software	22,960	30,940	7,980	34.7
21-1093	Social & Human Service Assistants	810	1,090	280	34.6
15-1081	Network Systems & Data Communications Analysts	3,770	5,070	1,300	34.5
39-9021	Personal & Home Care Aides	1,350	1,800	450	33.3
31-1011	Home Health Aides	1,090	1,410	320	29.3
29-2071	Medical Records & Health Information Technicians	470	600	130	27.7
29-2052	Pharmacy Technicians	1,030	1,310	280	27.2
15-1061	Database Administrators	3,080	3,910	830	26.9
29-1051	Pharmacists	1,210	1,510	300	24.8
31-9092	Medical Assistants	2,190	2,710	520	23.7
31-9091	Dental Assistants	1,990	2,460	470	23.6
29-1126	Respiratory Therapists	640	790	150	23.4
29-2021	Dental Hygienists	1,380	1,700	320	23.2
15-1051	Computer Systems Analysts	6,080	7,440	1,360	22.4
31-9095	Pharmacy Aides	490	600	110	22.4
43-4081	Hotel, Motel, & Resort Desk Clerks	1,140	1,390	250	21.9
23-2011	Paralegals & Legal Assistants	2,210	2,680	470	21.3
35-3021	Comb Food Prep & Serving Wrkrs, Incl Fast Food	16,240	19,550	3,310	20.4
23-1011	Lawyers	4,420	5,300	880	19.9

Appendix D: 2001–2008 Occupational Projections

Occupations With the Fastest Job Growth (1) - Continued

(Sorted by Percent Change)

Santa Clara County

2001–2008

27-2042	Musicians & Singers	570	680	110	19.3
27-3031	Public Relations Specialists	1,570	1,870	300	19.1
11-2031	Public Relations Managers	790	940	150	19.1
11-3021	Computer & Information Systems Managers	7,360	8,750	1,390	18.9
21-1021	Child, Family, & School Social Workers	600	710	110	18.3
21-2011	Clergy	550	650	100	18.2
29-1123	Physical Therapists	500	590	90	18.1
11-9151	Social & Community Service Managers	1,340	1,580	240	17.9
19-1021	Biochemists & Biophysicists	620	730	110	17.7
11-2011	Advertising & Promotions Managers	1,590	1,870	280	17.6
39-2021	Nonfarm Animal Caretakers	400	470	70	17.5
37-2012	Maids & Housekeeping Cleaners	5,000	5,860	860	17.2
39-9011	Child Care Workers	2,710	3,170	460	17.0
21-1022	Medical & Public Health Social Workers	430	500	70	16.3
25-2041	Special Ed Teachers, Preschl, Kindergarten, Elmtly Ed	1,050	1,220	170	16.2
25-1194	Vocational Education Teachers, Postsecondary	930	1,080	150	16.1
11-9111	Medical & Health Services Managers	870	1,010	140	16.1
19-4021	Biological Technicians	750	870	120	16.0
25-1071	Health Specialties Teachers, Postsecondary	630	730	100	15.9
35-2014	Cooks, Restaurant	5,500	6,370	870	15.8
53-6021	Parking Lot Attendants	570	660	90	15.8
29-1111	Registered Nurses	10,880	12,590	1,710	15.7
37-3011	Landscaping & Groundskeeping Workers	6,000	6,940	940	15.7
21-1012	Educational, Vocational, & School Counselors	1,690	1,950	260	15.4
25-1191	Graduate Teaching Assistants	850	980	130	15.3
33-3051	Police & Sheriff's Patrol Officers	3,230	3,720	490	15.2
25-1122	Communications Teachers, Postsecondary	460	530	70	15.2
25-1011	Business Teachers, Postsecondary	400	460	60	15.0

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